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ABSTRACT

The purpose of the study was to determine the rate of programs and services to the aging provided by the 1,330 public libraries with service area population exceeding 25,000. Library services were defined to exclude routine services such as book lists but include programs and services (1) which are offered specifically for the aging population or (2) in which at least 50% of the participants are 65 years of age or older. Data was collected through use of a mailed questionnaire, returned by 858 public libraries (65%). Material was presented as findings on: (1) Current public library programs and services to the aging, (2) Financial support for programs and services to the aging and (3) Development of programs and services to the aging. (See also ED 067 521) (Author)

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NATIONAL SURVEY OF LIBRARY SERVICES TO THE AGING

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CLEVELAND PUBLIC LIBRARY

December, 1972

LI 004 212

U. S. DEPARTMENT OF HEALTH, EDUCATION, AND WELFARE
Office of Education
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NATIONAL SURVEY OF LIBRARY SERVICES TO THE AGING

The purpose of the study was to determine the state of programs and services to the aging provided by the 1,330 public libraries with service area population exceeding 25,000. Library services were defined to exclude routine services such as book lists but include programs and services (1) which are offered specifically for the aging population or (2) in which at least 50% of the participants are 65 years of age or older.

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- Current public library programs and services to the aging
- Financial support for programs and services to the aging
- Development of programs and services to the aging.

Final Report--Phase Two
Contract No. OEG-0-71-4665

National Survey of Library Services
to the Aging

Cleveland Public Library

December, 1972

The research reported herein was performed pursuant to a contract with the Office of Education, U. S. Department of Health, Education, and Welfare. Contractors undertaking such projects under Government sponsorship are encouraged to express freely their professional judgment in the conduct of the project. Points of view or opinions stated do not, therefore, necessarily represent official Office of Education position or policy.

U. S. DEPARTMENT OF
HEALTH, EDUCATION, AND WELFARE

Office of Education
Bureau of Libraries and Educational Technology

PREFACE

PREFACE

This constitutes the final report of the second phase study of library services to the aging. The second phase study was initiated in July, 1972. The first phase was completed in December, 1971. Work was performed by Booz, Allen & Hamilton Inc. under the sponsorship of the Cleveland Public Library, assisted by a professional advisory committee, and funded by a grant from Title IIB of the Higher Education Act. Mr. Henry T. Drennan served as project officer for the U. S. Office of Education.

The study team has worked closely with the professional advisory panel consisting of the following members:

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Department of Library Science
Wayne State University

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Mr. Ira Phillips, Executive Secretary
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Consultant in Library Services
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Miss Leslyn Schmidt
Member, Committee on Library Services
to an Aging Population
American Library Association
Milwaukee Public Library

The second phase, like the first phase of the study, benefited enormously from the help and guidance of these professional librarians, known nationally for their interest and experience in library services to the aging. Their individual and collective contributions have been carefully considered in each step of the survey and are reflected in this final report.

The findings, conclusions, and recommendations of the study are presented in five chapters:

Chapter I--Describes the background of the second phase study methodology and survey returns.

Chapter II--Presents findings on current programs determined during the second phase of the study. Public library services to the aging are discussed by type of program or service, availability and location, utilization, and providing agency.

Chapter III--Discusses the financial support for public library programs and services for the aging, including local funding and the role and magnitude of outside funds. Also described are estimated costs for providing service to aging individuals.

Chapter IV--Describes findings on present and future development of library services to the aging.

Chapter V--Provides overall observations and conclusions based on the information gathered from the survey. Recommendations of the first phase of the survey are briefly discussed and areas needing additional research are described.

Booz, Allen & Hamilton Inc. has appreciated the opportunity to conduct this timely study of services of libraries to the aging. It is our hope that the findings and conclusions will be beneficial in formulating future policy in this field.

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I. BACKGROUND OF THE SECOND PHASE SURVEY

I. BACKGROUND OF THE SECOND PHASE SURVEY.

As the aging have become increasingly identified as a separate segment of the population, the volume and scope of library programs and services to that segment have increased. The first phase of the National Survey of Library Services to the Aging described the efforts by several libraries identified as having provided programs and services for the 65 and over population. This second phase of the survey establishes, on a nationwide scale, the scope of public library programs and services to the aging.

This chapter describes the background and scope of the study and explains the methodology which has been utilized.

1. THE FIRST PHASE OF THE NATIONAL SURVEY OF LIBRARY SERVICES TO THE AGING EXAMINED PROGRAMS AND SERVICES PROVIDED BY CERTAIN PUBLIC AND INSTITUTIONAL LIBRARIES AND MADE RECOMMENDATIONS FOR FUTURE IMPROVEMENTS

The purpose of the first phase of the survey was to examine specific library services rendered to persons over 65 by certain identified public libraries and libraries at state and federal institutions, and to make recommendations for the improvement of both current and future service. State library agencies, state administrations on aging, U. S. Department of Health, Education, and Welfare (USDHEW) regional program officers, and other selected individuals and agencies were contacted to identify libraries that were believed to provide specific library programs or services for the 65 and over population. Those identified were subsequently surveyed by questionnaire and/or field interviews.

(1) Prior to the First Phase of This Survey, Information Regarding Library Services to the Aging Was Available Primarily Through Articles Describing Individual Programs Written for Library Periodicals

The need for a survey was prompted by the lack of basic, nationwide information on the extent of specific library services to the aging. The U. S. Office of Education and several knowledgeable librarians were concerned that despite the increased national attention and priority being

given the problems of the growing elderly population in the United States, a comprehensive, current inventory of library services provided to the aging did not exist. This information was regarded as vital to national, state, and local library agencies in assessing needs and priorities in library services to this segment of our population. Such research was viewed as a necessary part of programs of the USDHEW to enhance the quality of life for all Americans.

(2) The Requirement for a Comprehensive Examination of the State of Library Services to the Aging Was Also Emphasized by the White House Conference on Aging, Conducted in November and December, 1971

The White House Conference on Aging, conducted during November and December, 1971, further emphasized the needs of the aging and the limited extent to which public and private resources were meeting their needs. As part of the first phase of the survey, a document discussing the state of library services to the aging was made available for distribution to the delegates at the White House Conference.

(3) The First Phase of the Survey Was Limited by Several Factors

Only public libraries specifically identified as providing services to the aging were investigated during the first phase. While it was believed that most of the libraries providing specific services for the aging had been identified, proof of that assumption was lacking. To evaluate adequately the state of library services to the aging as rendered by public libraries, it was clearly necessary to investigate other libraries which may or may not provide services, as well as libraries known to provide services. By surveying all major public libraries in the United States, it is possible to draw valid general conclusions concerning the overall state of public library services to the aging.

2. THE PURPOSE OF THIS SECOND PHASE OF THE SURVEY IS TO EXAMINE THE STATE OF LIBRARY SERVICES TO THE AGING AS PROVIDED BY MAJOR PUBLIC LIBRARIES IN THE UNITED STATES

The original study proposal included administration of a mail questionnaire to about 1,300 libraries in the United States serving populations of 25,000 or more. In this way, a complete description of the

scope and extent of public library services to the aging was to be obtained. Because of research funding limitations, this approach was deferred to the second phase.

The first phase of the survey examined only those identifiable programs or services to the aging being offered by public libraries and libraries at state and federal institutions. This second phase complements and supplements the first phase by providing information on a complete universe of public libraries as a basis for evaluation of the reported results of the first phase.

(1) Examination of the 1,330 Major Public Libraries Provides the Opportunity to Establish Valid Baseline Data for Planning Future Delivery of Services to the Aging

The planning and development of library services for the aging require knowledge of their operation and scope. From this body of information, recommendations can be formulated for future development of services to the aging. Measurement of future development of library services to the aging, moreover, requires detailed baseline data. Prior to this survey, such baseline data was not available.

(2) Some Limitations of the First Phase Persisted in This Phase of the Survey

These limitations are described below.

(2.1) The definition of "services" established for the study posed interpretational problems for many respondents

Public libraries traditionally have not organized and provided services to particular segments of the adult population. The aging and other identifiable population groups generally have not been singled out for special planning, programming, budgeting, and delivery of services.

In responding to questionnaires designed to elicit information on services to specific groups within the adult population, many librarians found it difficult conceptually to react to the focus of the study and to organize and report information they heretofore had not regarded as significant in planning and providing services.

(2.2) Not all services benefiting the aging were included in the scope of the study

The definition of "service," as established for this study, excluded many library services made available to and used by older persons. Regular and routine services were not included, nor were services in which the minority of users were older persons.

(2.3) Not all public libraries were included within the scope of the study

The public libraries surveyed were all those with service area populations exceeding 25,000, as identified by U. S. Department of Health, Education, and Welfare data.

(2.4) User and nonuser needs and preferences for library services were not included

Because of budgetary constraints, no attempt was made to evaluate the reading interests and extent of library use by the aging. (The first phase of the study did seek to identify any research and evaluation of user and nonuser needs known to the respondents to the mail questionnaires.)

(2.5) Significant limitations exist in the reliability of data reported via mail questionnaire

Financial and statistical records on services to the aging are not routinely maintained by public libraries--in part, because program-oriented budgeting systems are not commonly used by libraries and, more fundamentally, because libraries have traditionally not considered services to the aging as a definable, discrete special service. Data, therefore, useful to the study is often unidentifiably merged with larger aggregations of library information reported commonly by unit of organization such as "extension services," "bookmobile services," "hospitals and institutions." Librarians, therefore, were often required to make ad hoc calculations and informed estimates in response to questions concerning the allocation of financial and personnel resources devoted to services to the aging, as well as numbers of users of such services.

3. THE STUDY WAS PERFORMED BY EVALUATION AND ANALYSIS OF QUESTIONNAIRES MAILED TO THE 1,330 PUBLIC LIBRARIES WITH SERVICE AREA POPULATIONS EXCEEDING 25,000

The procedures used in selecting and surveying a nationwide sample of public libraries are summarized below.

(1) In Order To Assure Continuity Between the Two Phases of the Survey, Definitions and Instructions for the Questionnaires Used for Both Phases Were Kept Similar

Although it is recognized that the human aging process begins much earlier, the aging, for purposes of this study, were defined in chronological terms only as persons 65 and over. This was done to maintain conformity with the definition of the Older Americans Act and age increments used by the U.S. Bureau of the Census.

A program or service for the aging was defined as any library program or service (1) which is offered specifically for the aging or (2) in which 50% of the participants are 65 years of age or older (65+). This definition eliminated regular services offered routinely to clientele of the library without special regard to the age, location, or physical characteristics of the user.

Under the study definition, the services surveyed, therefore, could be a part of what is commonly known as the special or outreach services of the library or specific programs designed exclusively for older persons. For example, under the study definition a subbranch in a senior citizens apartment or delivery of materials to a nursing home where 50% or more of the users are 65 years of age or over constitute services to the aging. Clubs for senior citizens or film programs in which over 50% of the audience is 65 or older meet survey criteria as a program for the aging. Similarly, the provision of special materials is considered a program or service only if more than 50% of the users are 65 or older. For purposes of the study, the term "services" is meant to include both "programs" and "services."

(2) Libraries Surveyed Were Designated by USDHEW Listings of Public Library Systems with Service Area Populations Exceeding 25,000 According to the 1970 Census

The National Center for Educational Statistics of USDHEW provided the study team with the names and addresses of those public libraries which were questioned. A questionnaire was mailed to each library identified as a "public library serving an area with at least 25,000 inhabitants, during fiscal year 1971." About 1% of the total public libraries surveyed indicated that their service areas had populations of less than 25,000. Populations reported were based upon the 1970 federal census.

Library systems were not intended to be queried "as a system," but rather as individual public libraries. Public libraries are defined as libraries serving free all residents of a given region, receiving financial support from public funds, governed by a single board of trustees, and administered by a single director. It is felt that the detailed information required is more readily available at the local library level, where there is ready access to the individual librarians providing service to the aging. The precise definition of the term "systems" is specified in USDHEW OE Form 2310.

(3) A Questionnaire Was Developed, Pretested, and Distributed to 1,330 Libraries

The research design for this phase of the survey was prepared and reviewed in May, 1972. A questionnaire was developed using the questionnaire from the first phase of the survey as a guide. Preliminary drafts of the questionnaire were reviewed and approved by the professional advisory committee.

The questionnaire was satisfactorily pretested by three public libraries. In addition, three librarians independently certified that the questionnaire did not constitute an invasion of privacy, nor was it otherwise "objectionable." A copy of the questionnaire used in the survey appears in Appendix A to this report.

The first mailing to 1,330 public libraries was in July, 1972. Public libraries that had responded to the first phase

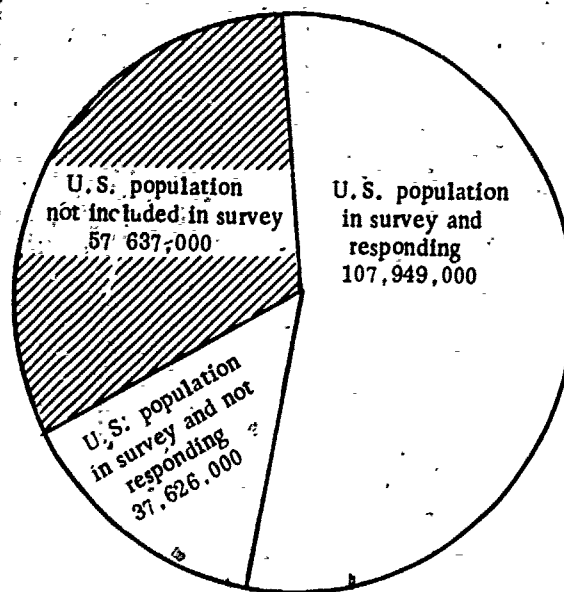
of the survey were provided with a partially completed questionnaire and a separate cover letter, requesting that prerecorded information be validated and remaining questions be answered.

Two follow-up letters were subsequently mailed to nonresponding libraries. Copies of these letters are included in Appendix A.

The deadline for return of all questionnaires was October 31, 1972.

(4) Nearly Two-Thirds or 858 Libraries of All Public Libraries Surveyed Responded--Representing Service Areas Encompassing 108 Million People

The total population served by the public libraries' surveyed was about 145,575,000. Responses were received from 858 or 65% of public libraries with total service area population of approximately 107,949,000. The relationship between the U. S. population and the sample is graphically depicted below.



Total U. S. Population
203,212,000
(1970 Census)

Exhibit I, following this page, shows the number of questionnaires sent and returned by public libraries in each state. A complete list of all responding public libraries, by state, is presented in Appendix B.

EXHIBIT I
National Survey of Library
Services to the Aging
QUESTIONNAIRE RESPONSES BY STATE

State	Questionnaires Sent	Questionnaires Returned	Percent Returned
Alabama	23	11	48%
Alaska	2	2	100
Arizona	14	10	71
Arkansas	6	4	67
California	107	80	75
Colorado	14	9	64
Connecticut	31	13	42
Delaware	3	1	33
District of Columbia	1	1	100
Florida	41	29	71
Georgia	11	5	45
Hawaii	1	1	100
Idaho	4	3	75
Illinois	65	46	71
Indiana	34	23	68
Iowa	20	14	70
Kansas	11	7	64
Kentucky	27	15	56
Louisiana	34	20	59
Maine	3	2	67
Maryland	16	12	75
Massachusetts	62	31	50
Michigan	73	47	64
Minnesota	23	17	74
Mississippi	32	20	63
Missouri	30	20	67
Montana	5	1	20
Nebraska	8	5	63
Nevada	4	2	50
New Hampshire	4	1	25
New Jersey	73	38	52
New Mexico	5	4	80
New York	89	59	66
North Carolina	59	38	64
North Dakota	6	5	83
Ohio	69	48	70
Oklahoma	18	9	69
Oregon	12	7	58
Pennsylvania	69	47	68
Rhode Island	10	4	40
South Carolina	35	24	69
South Dakota	3	2	67
Tennessee	6	6	100
Texas	69	44	64
Utah	7	7	100
Vermont	1	1	100
Virginia	42	31	74
Washington	17	7	41
West Virginia	8	6	75
Wisconsin	24	16	66
Wyoming	4	3	75
Total	<u>1,330</u>	<u>858</u>	<u>65%</u>

The service areas of responding public libraries include about 10,729,000 people 65 or over, or about 53% of the aging population of the United States. The percent of the 65 or over population included in survey responses for each state is shown in Exhibit II, following this page.*

Responding libraries reported employing a total of over 37,000 full-time staff members, with total budgets for all purposes exceeding \$440,000,000 for their most current fiscal year.

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- * In the first phase, 223 public libraries were sent questionnaires; in the second phase, 167 libraries surveyed in the first phase did not receive questionnaires, since they did not meet the second phase survey criteria requiring service area populations to exceed 25,000.

EXHIBIT II
National Survey of Library
Services to the Aging
65 AND OVER POPULATION INCLUDED IN RETURNED QUESTIONNAIRES

State	65 and Over Population 1970 Census	65 and Over Population in Respondents' Service Areas	Percent of 65 and Over Population in Respondents' Service Areas
Alabama	325,961	134,052	41%
Alaska	6,887	2,579	37
Arizona	161,474	132,258	82
Arkansas	237,760	39,560	17
California	1,800,977	1,395,200	77
Colorado	187,891	106,262	57
Connecticut	288,908	62,794	22
Delaware	43,833	1,124	3
District of Columbia	70,803	70,803	100
Florida	989,366	502,608	51
Georgia	367,458	80,622	22
Hawaii	44,116	44,116	100
Idaho	67,776	13,633	20
Illinois	1,093,654	546,843	50
Indiana	493,809	244,681	50
Iowa	350,293	63,448	18
Kansas	266,201	69,087	26
Kentucky	337,428	68,878	20
Louisiana	306,707	111,138	36
Maine	114,592	8,748	8
Maryland	299,682	210,206	70
Massachusetts	636,185	151,524	24
Michigan	752,955	369,002	49
Minnesota	408,919	191,509	47
Mississippi	222,320	137,758	62
Missouri	560,656	287,734	51
Montana	68,736	1,800	3
Nebraska	183,526	131,664	72
Nevada	30,968	16,774	55
New Hampshire	78,412	13,500	18
New Jersey	696,989	280,793	40
New Mexico	70,611	29,783	42
New York	1,960,752	1,382,491	71
North Carolina	414,120	329,036	79
North Dakota	66,368	34,279	52
Ohio	997,694	704,523	71
Oklahoma	299,756	119,482	40
Oregon	226,799	43,728	19
Pennsylvania	1,272,126	1,062,102	83
Rhode Island	103,932	50,810	49
South Carolina	190,960	141,124	74
South Dakota	80,484	10,265	13
Tennessee	383,925	127,383	33
Texas	992,059	538,841	54
Utah	77,561	70,443	90
Vermont	47,488	3,643	9
Virginia	366,021	218,447	60
Washington	322,061	96,446	30
West Virginia	194,474	62,123	32
Wisconsin	472,865	203,599	43
Wyoming	30,204	9,838	33
Total	20,065,502	10,729,084	53%

**II. FINDINGS ON CURRENT PUBLIC LIBRARY PROGRAMS
AND SERVICES TO THE AGING**

II. FINDINGS ON CURRENT PUBLIC LIBRARY PROGRAMS AND SERVICES TO THE AGING

As indicated previously, this study focuses on public library services offered to the aging specifically or to a general audience in which 50% or more of the participants are 65 or over. Not included are regular or routine services, such as general circulation and reference services, or services such as special collection shelves, or book lists concerned with, or specifically for the aging.

This chapter describes services offered by public libraries to the aging. The information presented has been summarized from survey questionnaires in this second phase and material collected during the first phase.

1. ABOUT 75% OF THE RESPONDING PUBLIC LIBRARIES STATED THAT SOME TYPE OF SPECIFIC PROGRAM OR SERVICE TO THE AGING WAS OFFERED

For study purposes, programs and services were categorized as (1) extension services, (2) group programs, or (3) provision of special materials. Detailed explanations of each category appear later in the text.

While the responses from many libraries were thorough and detailed, more frequently the responses did not contain sufficient detail to evaluate the degree to which the study criteria for services were met. In these instances, it was assumed that criteria and questionnaire instructions had been followed. Based upon this method of interpretation, about 75% of the responding libraries provide some services to the aging.

2. THE AGING RECEIVE LIBRARY SERVICES, OTHER THAN GENERAL SERVICES, PRIMARILY THROUGH THEIR MEMBERSHIP IN OTHER GROUPS DESIGNATED FOR SPECIAL SERVICE

This finding confirmed a similar finding of the study's first phase. Most public library services to the aging are services primarily designed for the handicapped or the homebound--groups in which the aging are likely to constitute the majority of users.

Few extension programs are designed exclusively for the aging. However, the aging, as a group, can benefit greatly from the provision of homebound and other extension services, since that population segment as documented in the first phase report is less mobile than the rest of the population. According to the first phase report:

- About 19% of noninstitutionalized persons 65 and over have some restriction in mobility due to a chronic physical disability.
- About 5% of all persons 65 and over are institutionalized.
- The income of those 65 and over is significantly less than that of the rest of the population, thereby increasing the aging's dependence upon public transportation and decreasing their freedom of movement.

A more detailed description of these characteristics is contained in the first phase report.

Many of the same physical limitations that make extension services desirable require the provision of special materials. No special materials program is known to be designed exclusively for the aging. The aging, however, are frequently the primary beneficiaries of services based on special materials.

3. MOST PUBLIC LIBRARIES OFFER SPECIAL MATERIALS AND EXTENSION SERVICES TO THE AGING; LESS THAN HALF OFFER GROUP PROGRAMS

The percent of responding libraries that provide one or more of the three major types of services is shown in the following table.

PERCENT OF RESPONDING PUBLIC LIBRARIES OFFERING EACH TYPE OF SERVICE TO THE AGING

<u>Type of Service</u>	<u>Percent of Responding Libraries Offering Services</u>
Special Materials	74%
Extension	61
Group Programs	44

A summary of the number of libraries offering each type of service is shown in Exhibit III, following this page.

EXHIBIT III
National Survey of Library Services to the Aging
NUMBER OF PUBLIC LIBRARIES
OFFERING TYPES OF LIBRARY SERVICES TO THE AGING

State	Total Libraries Responding to Survey	Types of Services				
		Extension	Special Materials	Group Programs*		
				Total	In Library	Out of Library
Alabama	11	9	9	4	3	3
Alaska	2	2	2	1	1	1
Arizona	10	6	6	1	1	-
Arkansas	4	3	3	1	-	1
California	80	46	58	44	28	31
Colorado	9	7	7	3	2	2
Connecticut	13	10	9	9	7	7
Delaware	1	1	1	1	-	1
District of Columbia	1	1	-	1	1	1
Florida	29	15	23	17	12	12
Georgia	5	3	2	2	2	1
Hawaii	1	1	-	-	-	-
Idaho	3	3	2	-	-	-
Illinois	46	25	34	14	9	12
Indiana	23	12	18	12	8	9
Iowa	14	10	10	2	-	2
Kansas	7	3	6	2	1	1
Kentucky	15	9	10	6	2	5
Louisiana	20	9	15	6	1	6
Maine	2	2	2	1	1	1
Maryland	12	9	8	5	4	3
Massachusetts	31	23	27	17	13	11
Michigan	47	24	31	21	10	18
Minnesota	17	16	12	7	5	5
Mississippi	20	14	16	6	5	4
Missouri	20	12	16	9	5	7
Montana	1	-	1	1	-	1
Nebraska	5	3	3	3	2	3
Nevada	2	2	2	1	1	1
New Hampshire	1	1	-	-	-	-
New Jersey	38	17	31	18	12	11
New Mexico	4	3	3	-	-	-
New York	59	38	48	33	27	21
North Carolina	38	27	30	12	10	6
North Dakota	5	4	2	2	2	1
Ohio	48	24	34	18	12	15
Oklahoma	9	7	8	2	2	2
Oregon	7	4	4	3	3	2
Pennsylvania	47	23	34	22	14	18
Rhode Island	4	4	4	1	1	1
South Carolina	24	8	16	7	3	7
South Dakota	2	2	1	-	-	-
Tennessee	6	3	5	4	2	3
Texas	44	25	34	24	12	20
Utah	7	4	4	4	3	2
Vermont	1	1	1	1	1	1
Virginia	31	12	17	9	6	6
Washington	7	7	7	6	5	4
West Virginia	6	4	5	4	1	4
Wisconsin	16	11	14	10	9	7
Wyoming	3	3	3	1	1	-
Total	858	522	638	378	250	280

NOTE:

For group programs the column labeled "Total" shows the number of public libraries that provide group programs for the aging either inside and/or outside the library. The two remaining columns show the number of libraries that provide group programs only in the library and only out of the library. Therefore, the sum of the "In Library" and "Out of Library" columns do not necessarily equal the column labeled "Total," since a library may have programs both in and out of the library, only in the library, or only out of the library.

4. USE OF PUBLIC LIBRARY SERVICES FOR THE AGING CONSISTS MAINLY OF EXTENSION SERVICES, FOLLOWED BY GROUP PROGRAMS AND SPECIAL MATERIALS

The number of the aging using the three major types of public library services to the aging, as reported in returned questionnaires, is shown in Exhibit IV, following this page. The exhibit also compares the percentages for each type of service between the findings of the first and second phases of the study. In summary, the findings of the second phase verify that about two-thirds of the public library services used by the aging consist of extension services. Group programs and special materials each make up about one-sixth of the total services used by the aging. Each type of program is discussed in detail in the succeeding sections of this chapter.

5. EXTENSION SERVICES TO THE AGING ARE PROVIDED BY A MAJORITY OF THE RESPONDING PUBLIC LIBRARIES

The scope and dimension of extension services are described below.

(1) Extension Services Include Library-Sponsored Activities That Increase Access to Materials for Those Who Cannot Conveniently Use Library Facilities Because of Mobility Constraints

Examples of extension services made available to the aging include:

• Delivery service to the institutionalized or homebound, such as:

- Bookmobiles
- Mailing of books and materials
- Personal distribution of materials.

• Subbranches or deposit collections located in:

- Senior citizen centers
- Apartments for the aging
- Nursing homes.

EXHIBIT IV
National Survey of Library Services to the Aging
USERS OF PUBLIC LIBRARY SERVICES TO THE AGING

	Number Of 65 And Over Users From Responding Libraries	Second Phase-- Percent Of All 65 And Over Users	First Phase-- Percent Of All 65 And Over Users
Extension Services	118,570	68.5%	68.9%
Group Programs			
Total	27,272	15.8	19.2
In Library	13,331	7.7	7.8
Outside Library	13,941	8.1	11.4
Special Materials	<u>27,228</u>	<u>15.7</u>	<u>11.9</u>
Total	<u><u>173,070</u></u>	<u><u>100.0%</u></u>	<u><u>100.0%</u></u>

Source: Booz, Allen & Hamilton survey of public libraries.

The aging who are users of this service primarily include:

- Persons without access to transportation to alternate library facilities
- Persons who are physically incapable of leaving their residence.

(2) Sixty-One Percent or 522 Libraries Provide One or More Extension Services to the Aging

About 61% of the responding libraries provide a total of 857 different extension services to about 120,000 persons over 65. The number and type of extension services offered to the aging is shown in Exhibit V, following this page.

Deposit collections account for 42% of 857 reported extension programs. About 25% of all extension programs were classified as homebound services, and about 21% were bookmobile service. The following table summarizes the percent of each type of extension service offered among the total for all reported extension services.

PERCENT OF EXTENSION SERVICES REPORTED
BY RESPONDING LIBRARIES

<u>Type of Extension Service</u>	<u>Percent of All Extension Services Reported</u>
Deposit collection	42%
Homebound	25
Bookmobile	21
Personal nursing home service	4
Other	8
Total	<u>100%</u>

Not all libraries reported the number of aging persons served by extension programs. Libraries reporting the number regularly served generally relied on estimates rather than precise records, particularly in the case of deposit collections. The term "regularly served," as used in the survey meant the number of aging persons who are frequent or habitual users of a program or service, rather than the sum of the number of persons served on each occasion that the services are offered.

Exhibit VI, following Exhibit V, shows the estimated number of aging persons reported as being regularly served by extension services.

EXHIBIT V
National Survey of Library Services to the Aging
NUMBER OF EXTENSION
SERVICE PROGRAMS FOR THE AGING BY TYPE OF PROGRAM

State	Number Respondents Providing Extension Services for the Aging	Types of Extension Service				
		Deposit Collection	Homebound	Bookmobile	Personal Service to Nursing Home Resident*	Other
Alabama	9	11	5	5	-	-
Alaska	2	5	-	-	-	-
Arizona	6	2	2	3	2	1
Arkansas	3	3	1	1	-	2
California	46	32	26	10	2	5
Colorado	7	4	4	2	-	2
Connecticut	10	7	3	2	-	-
Delaware	1	2	-	-	-	-
District of Columbia	1	1	-	-	-	-
Florida	15	11	7	10	-	-
Georgia	3	1	-	1	2	-
Hawaii	1	1	-	-	-	1
Idaho	3	1	2	2	-	-
Illinois	25	12	14	8	3	1
Indiana	12	11	6	5	-	1
Iowa	10	5	5	2	1	1
Kansas	3	-	3	-	-	-
Kentucky	9	3	2	7	-	1
Louisiana	9	2	3	7	-	1
Maine	2	2	1	-	-	2
Maryland	9	7	1	4	-	2
Massachusetts	23	23	10	3	1	2
Michigan	24	21	9	7	1	6
Minnesota	16	14	3	6	4	2
Mississippi	14	9	5	5	2	3
Missouri	12	7	2	6	1	-
Montana	-	-	-	-	-	-
Nebraska	3	4	-	2	-	1
Nevada	2	-	-	1	1	1
New Hampshire	1	-	-	1	-	-
New Jersey	17	8	10	3	2	4
New Mexico	3	2	3	1	-	-
New York	38	36	18	3	2	4
North Carolina	27	10	4	21	1	3
North Dakota	4	2	2	2	-	1
Ohio	34	25	18	11	1	7
Oklahoma	7	4	2	2	1	-
Oregon	4	5	2	1	1	-
Pennsylvania	23	1	7	7	-	4
Rhode Island	4	4	2	1	1	-
South Carolina	8	5	2	6	-	-
South Dakota	2	-	1	1	-	1
Tennessee	3	2	1	1	-	-
Texas	25	23	4	5	2	2
Utah	4	1	3	1	-	-
Vermont	1	-	1	-	-	-
Virginia	12	5	3	8	1	1
Washington	7	5	5	4	1	2
West Virginia	4	2	2	2	-	-
Wisconsin	11	8	4	4	1	1
Wyoming	3	2	3	-	-	1
Total	522	362	211	184	34	66

NOTE: * Does not include maintenance of a deposit collection.

EXHIBIT VI
National Survey of Library Services to the Aging
REPORTED NUMBER OF
PERSONS 65 AND OVER SERVED IN EXTENSION PROGRAMS

<u>State</u>	<u>Estimated Total Number of Persons 65 and Over Regularly Served</u>	<u>Number of Individual Extension Services for Which Number of Persons 65 and Over Served Was Reported</u>	<u>Average Number of Persons 65 and Over Served per Program</u>
Alabama	310	2	155
Alaska	47	2	23
Arizona	791	7	113
Arkansas	1,150	7	164
California	8,258	45	183
Colorado	1,074	9	119
Connecticut	105	1	105
Delaware	75	2	37
District of Columbia	-	-	-
Florida	16,387	17	964
Georgia	273	1	273
Hawaii	369	2	184
Idaho	60	2	30
Illinois	13,302	31	429
Indiana	3,253	19	171
Iowa	477	12	40
Kansas	50	1	50
Kentucky	983	7	140
Louisiana	1,260	9	140
Maine	590	4	147
Maryland	615	7	88
Massachusetts	3,253	26	125
Michigan	11,546	29	398
Minnesota	7,975	18	443
Mississippi	173	7	25
Missouri	3,564	9	396
Montana	-	-	-
Nebraska	196	3	65
Nevada	13	2	6
New Hampshire	100	1	100
New Jersey	2,651	16	166
New Mexico	-	-	-
New York	4,344	40	109
North Carolina	1,636	21	79
North Dakota	3,047	7	435
Ohio	10,493	46	228
Oklahoma	1,883	7	269
Oregon	235	4	59
Pennsylvania	4,632	18	257
Rhode Island	90	8	11
South Carolina	257	6	43
South Dakota	102	1	102
Tennessee	1,010	4	252
Texas	7,527	26	289
Utah	68	3	23
Vermont	-	-	-
Virginia	343	7	49
Washington	1,317	12	110
West Virginia	-	-	-
Wisconsin	2,512	8	314
Wyoming	144	5	29
Total	118,570	521	228

The average number served per extension services was about 230. This estimate is influenced by the predominance of deposit collections offered, which permit large numbers to have access to materials at relatively low cost, and the difficulty of obtaining accurate, precise estimates of the number of persons regularly served.

Librarians, in the second phase, again commented on the importance of personal contact with aging individuals. Many felt that when one-to-one contact has been established, the homebound or institutionalized aging person enjoyed the personal interaction as much or more than the library materials which were made available.

6. GROUP PROGRAMS FOR THE AGING ARE AVAILABLE IN LESS THAN HALF OF THE RESPONDING LIBRARIES

Forty-four percent or 378 public libraries reported offering group programs for the aging.

(1) Group Programs Include a Variety of Activities Conducted Both Inside and Outside the Library

Within the library, group programs include:

- Clubs
 - Senior citizens
 - Literary
 - Special interest.
- Films and film programs
- Book talks
- Discussion groups
- Education or instruction programs.

Group programs for the aging conducted outside the library include:

- Dissemination of information of interest to the aging in:
 - Newspapers
 - Radio
 - Television.

Activities such as those listed as available in the library:

- Book talks
- Discussion groups
- Film service.

Group programs outside the library are usually offered in facilities such as:

- Senior citizen centers
- Nursing homes
- Geriatric residential units
- Churches
- Other institutions.

(2) Group Programs Inside the Library, Primarily Consisting of Film Programs and Book Talks, Are Conducted by 250 or 29% of the Responding Public Libraries

Reporting libraries served about 13,300 aging persons through group programs conducted in the library.

Film programs were the most frequent type of activity offered, with 148 being presented. These frequently are offered to the general public but are heavily attended by the aging. The aging appear to prefer being "out" during the day. They are attracted by film programs which are free and offered during the normal working hours of most employed individuals. Programs of book talks and reviews enjoyed popularity with the aging for the same reasons.

Forty-two clubs were reportedly conducted in the library. These range from a variety of general clubs sponsored by outside groups and conducted in the library building to a few library-sponsored clubs designed exclusively for aging persons. Tours, displays, and exhibits for groups of aging persons comprise the other major types of group programs conducted for the aging in the library.

(3) Thirty-Three Percent or 280 of 858 Responding Libraries Reported Group Programs for the Aging Provided Outside the Library

Group programs conducted outside the library were similar in content to those conducted in the library. About 141 book talk and review programs and about 93 film programs were conducted for the aging by the 280 libraries providing this service. About 24,000 aging persons benefited from group programs outside the library.

Programs outside the library also included activities conducted by libraries for the aging on radio, television, and in the newspaper. These commonly take the form of book talks or general information presentations for all adults. While somewhat reliable methods are available for estimating total radio, television, and newspaper audience size, few libraries attempted to estimate the number of aging users for programs of this type. Therefore, there appears to be no correlation between estimates for number of aging served and use of these media. One recent example of the use of newspapers to reach the aging is a directory of services for the aging produced by the public library of a large city and distributed as a supplement to the local Sunday newspaper.

(4) Combining Group Programs In and Outside the Library, a Total of 378 Libraries, or About 44% of All Respondents, Provided These Services to the Aging

A summary of the number and type of group programs provided is shown in Exhibit VII, following this page. This exhibit combines programs both in and outside the library. The first two columns in the exhibit show the number of reporting public libraries that conduct group programs in the library and the number that conduct group programs out of the library. Since many libraries conduct group programs both in and out of the library, the third column in the exhibit labeled "Total Number of Reporting Public Libraries Offering Group Programs" shows the number of reporting public libraries conducting any type of group program for the aging. This exhibit shows that group programs most commonly consist of films or book talks.

Not all reporting libraries provided data on the number of aging served by group programs. Exhibit VIII, following Exhibit VII, shows the estimated number of aging users, the estimated number of aging served, and the average number of

EXHIBIT VII
National Survey of Library Services to the Aging
NUMBER OF GROUP PROGRAMS FOR THE AGING BY TYPE OF PROGRAM

State	Number of Libraries Offering Group Programs		Total* Number of Reporting Public Libraries Offering Group Programs	Type of Group Service				
	Inside the Library	Outside the Library		Film Program	BookTalk Clubs. and Review	Radio, TV and Newspapers	Other	
Alabama	3	3	4	2	1	1	3	1
Alaska	1	1	1	1	-	-	-	3
Arizona	1	-	1	-	-	1	-	-
Arkansas	-	1	1	-	-	-	1	-
California	28	31	44	32	5	20	4	21
Colorado	2	2	3	1	-	3	-	-
Connecticut	7	7	9	11	1	3	-	3
Delaware	-	1	1	1	-	1	-	-
District of Columbia	1	1	1	1	1	1	-	1
Florida	12	12	17	14	3	11	3	6
Georgia	2	1	2	3	-	1	1	3
Hawaii	-	-	-	-	-	-	-	-
Idaho	-	-	-	-	-	-	-	-
Illinois	9	12	14	8	1	11	3	12
Indiana	8	9	12	6	2	5	2	11
Iowa	-	2	2	-	-	2	2	-
Kansas	1	1	2	1	-	1	1	-
Kentucky	2	5	6	1	-	2	1	4
Louisiana	1	6	6	3	-	3	3	2
Maine	1	1	1	1	-	1	-	1
Maryland	4	3	5	3	1	3	-	2
Massachusetts	13	11	17	10	1	8	1	15
Michigan	10	18	21	14	-	15	4	13
Minnesota	5	5	7	4	-	2	4	9
Mississippi	5	4	6	3	-	6	-	5
Missouri	5	7	9	6	-	7	1	6
Montana	-	1	1	1	-	-	-	1
Nebraska	2	3	3	1	-	1	1	4
Nevada	1	1	1	2	-	-	-	-
New Hampshire	-	-	-	-	-	-	-	-
New Jersey	12	11	18	14	1	10	1	7
New Mexico	-	-	-	-	-	-	-	-
New York	27	21	33	24	4	19	2	32
North Carolina	10	6	12	9	1	5	1	9
North Dakota	2	1	2	1	-	-	-	2
Ohio	12	15	18	5	4	9	3	9
Oklahoma	2	2	2	2	-	1	2	4
Oregon	3	2	3	1	1	2	1	2
Pennsylvania	14	18	22	18	2	12	4	8
Rhode Island	1	1	1	-	2	-	-	1
South Carolina	3	7	7	1	1	6	3	6
South Dakota	-	-	-	-	-	-	-	-
Tennessee	2	3	4	2	1	1	-	1
Texas	12	20	24	10	5	10	4	17
Utah	3	2	4	2	1	2	-	2
Vermont	1	1	1	-	-	-	1	2
Virginia	6	6	9	7	2	9	-	6
Washington	5	4	6	7	-	2	-	4
West Virginia	1	4	4	-	-	3	1	2
Wisconsin	9	7	10	8	1	7	2	6
Wyoming	1	-	1	-	-	-	-	2
Total	<u>250</u>	<u>280</u>	<u>378</u>	<u>241</u>	<u>42</u>	<u>207</u>	<u>60</u>	<u>245</u>

NOTE:

* The sum of the first two columns does not necessarily equal the total shown in the third column since a library may provide group programs in and outside the library.

EXHIBIT VIII
National Survey of Library Services to the Aging
NUMBER OF PERSONS 65 AND OVER SERVED AND
AVERAGE NUMBER OF AGING SERVED PER GROUP PROGRAM FOR THE AGING

State	Total Number of Libraries Offering Group Programs	Total Reported Number of Persons 65 and Over Served	Number of Group Programs for Which Libraries Reported Number of Persons 65 and Over Served	Average Number of Persons 65 and Over Served Per Program
Alabama	4	-	-	-
Alaska	1	-	-	-
Arizona	1	-	-	-
Arkansas	1	75	1	75
California	44	-	-	-
Colorado	3	3,988	44	91
Connecticut	9	450	1	450
Delaware	1	100	2	50
District of Columbia	1	115	2	57
Florida	17	-	-	-
Georgia	2	2,515	16	157
Hawaii	-	260	2	130
Idaho	-	-	-	-
Illinois	14	-	-	-
Indiana	12	1,786	8	223
Iowa	2	313	6	52
Kansas	2	-	-	-
Kentucky	6	-	-	-
Louisiana	6	275	2	137
Maine	1	155	5	31
Maryland	5	85	3	28
Massachusetts	17	60	2	30
Michigan	21	1,387	17	82
Minnesota	7	442	14	32
Mississippi	6	1,170	5	234
Missouri	9	395	5	79
Montana	1	402	7	57
Nebraska	3	45	2	22
Nevada	1	-	-	-
New Hampshire	-	60	2	30
New Jersey	18	-	-	-
New Mexico	-	1,260	13	97
New York	33	-	-	-
North Carolina	12	3,319	29	114
North Dakota	2	502	15	33
Ohio	18	610	3	203
Oklahoma	2	1,601	6	267
Oregon	3	45	1	45
Pennsylvania	22	30	1	30
Rhode Island	1	2,848	16	178
South Carolina	7	-	-	-
South Dakota	-	160	3	53
Tennessee	4	-	-	-
Texas	24	290	3	97
Utah	4	1,145	19	60
Vermont	1	140	4	35
Virginia	9	-	-	-
Washington	6	183	8	23
West Virginia	4	678	8	85
Wisconsin	10	-	-	-
Wyoming	1	383	16	24
Total	378	27,272	291	94

aging users served by each program. The exhibit shows that an average of 94 aging are served in each program. This data is of unknown reliability due to the quality of the estimates regarding the number of aging regularly served by group programs.

7. SPECIAL MATERIALS FOR HANDICAPPED READERS WERE AVAILABLE IN MOST OF THE RESPONDING LIBRARIES

Special materials ranked as the most frequently provided service qualifying as library service to aging under the definition employed in this study.

(1) Special Materials Include Material and Adjunct Equipment for Those with Reading Handicaps

The provision of special materials by public libraries includes a variety of materials and equipment such as:

- . Large-print books
- . Talking books
 - Recordings
 - Tapes, cassettes, and reels
- . Magnifying equipment
- . Page turners
- . Projectors for use with conventional print
- . Special reference collections.

Special materials are available for all persons and are, of course, not restricted to use by the aging. These materials are designed to alleviate sight or physical handicaps which preclude the use of normal library resources.

(2) Special Materials Are Provided by 638 of the 858, or 74% of the Responding Libraries

Over 95% of the responding libraries which provide special materials have large-print books available. Talking books are provided by about 42%, and magnifiers and other reading aids are available in about 32% of those libraries offering special materials. A summary of the number of respondents providing special materials and the total number of those providing the various types of materials is shown in Exhibit IX, following this page. A program involving the provision of special materials as defined in this study is one in which 50% or more of all regular or frequent users are age 65 or over.

EXHIBIT IX
National Survey of Library Services to the Aging
NUMBER OF SPECIAL
MATERIALS PROGRAMS FOR THE AGING BY TYPE OF PROGRAM

State	Number of Libraries Providing Special Materials for the Aging	Number of Types of Programs for the Provision of Special Materials to the Aging					
		Large Print Books	Talking Books	Magnifiers and Other Reading Aids	Cassettes	Films	Other
Alabama	9	9	2	3	1	-	3
Alaska	2	1	1	-	2	-	-
Arizona	6	6	6	2	1	-	-
Arkansas	3	3	1	2	1	-	-
California	58	56	18	25	8	4	8
Colorado	7	7	3	1	-	-	3
Connecticut	9	8	5	2	-	-	-
Delaware	1	1	-	1	1	1	-
District of Columbia	-	-	-	-	-	-	-
Florida	23	23	10	6	4	1	3
Georgia	2	2	2	-	-	-	-
Hawaii	-	-	-	-	-	-	-
Idaho	2	2	2	2	1	1	-
Illinois	34	31	16	11	1	-	4
Indiana	18	17	5	5	3	1	2
Iowa	10	10	1	5	2	1	1
Kansas	6	5	5	2	-	-	1
Kentucky	10	10	6	1	1	-	1
Louisiana	15	15	9	1	-	-	1
Maine	2	2	2	2	-	-	-
Maryland	8	8	4	2	-	-	2
Massachusetts	27	27	10	8	5	2	4
Michigan	31	30	14	7	4	3	7
Minnesota	12	11	3	2	2	2	1
Mississippi	16	16	13	5	-	-	-
Missouri	16	15	4	5	1	1	3
Montana	1	1	1	-	-	-	-
Nebraska	3	3	1	1	-	-	-
Nevada	2	1	1	-	-	-	2
New Hampshire	-	-	-	-	-	-	-
New Jersey	31	30	11	5	5	3	2
New Mexico	3	3	2	-	-	-	-
New York	48	46	20	18	9	1	4
North Carolina	30	30	12	6	4	2	1
North Dakota	2	2	2	2	-	-	-
Ohio	34	30	10	9	3	1	4
Oklahoma	8	7	3	3	1	-	-
Oregon	4	4	2	1	2	-	1
Pennsylvania	34	28	16	8	2	2	3
Rhode Island	4	3	2	-	-	-	-
South Carolina	16	16	8	4	2	-	2
South Dakota	1	1	-	-	-	-	-
Tennessee	5	5	2	-	-	-	-
Texas	34	34	12	15	6	2	2
Utah	4	4	2	1	-	-	-
Vermont	1	-	-	1	-	-	-
Virginia	17	17	6	20	3	-	-
Washington	7	7	3	-	-	1	1
West Virginia	5	5	3	3	1	-	1
Wisconsin	14	13	5	3	2	1	-
Wyoming	3	3	3	2	-	-	-
Total	<u>638</u>	<u>608</u>	<u>269</u>	<u>202</u>	<u>78</u>	<u>30</u>	<u>67</u>

Estimates of the number of aging served in libraries where the aging constitute 50% or more of the users of special materials are provided in Exhibit X, following this page. A dash means no estimate was made or available. Of all the estimates by public libraries of the number of aging persons served by a type of program, those for special materials usage are most likely to be in error, since age information is rarely shown on circulation statistics, and since circulation of special materials is generally not separated from other circulation records and statistics. Based on the data submitted by responding public libraries, an average of about 43 aging persons per library use special materials where such materials are provided.

A number of responding libraries reported that special materials generally were infrequently used. Often this was attributed to lack of accompanying publicity regarding the availability of special materials.

Materials available from the Library of Congress Division for the Blind and Physically Handicapped (DBPH) were available for demonstration by 30 of the 638 providers of special materials. The services offered included assisting with applications, demonstrating the use of materials, advertising the program, acting as a subregional distribution point, and assisting users with materials selection. In the DBPH program particularly, as with other special materials, concern for the handicapped of all ages has resulted in significant benefits to the aging. As special materials continue to become increasingly available and known, it can be anticipated that their utilization will continue to grow.

EXHIBIT X
National Survey of Library Services to the Aging
NUMBER OF PERSONS 65 AND OVER
SERVED BY SPECIAL MATERIALS PROGRAMS FOR THE AGING

<u>State</u>	<u>Number of Libraries Offering Special Materials for the Aging</u>	<u>Number of Persons 65 and Over Served</u>
Alabama	9	-
Alaska	2	-
Arizona	6	133
Arkansas	3	-
California	58	755
Colorado	7	-
Connecticut	9	24
Delaware	1	130
District of Columbia	-	-
Florida	23	1,199
Georgia	2	-
Hawaii	-	-
Idaho	2	45
Illinois	34	651
Indiana	18	234
Iowa	10	142
Kansas	6	-
Kentucky	10	200
Louisiana	15	1,318
Maine	2	509
Maryland	8	-
Massachusetts	27	1,467
Michigan	31	248
Minnesota	12	658
Mississippi	16	383
Missouri	16	675
Montana	1	35
Nebraska	3	15
Nevada	2	20
New Hampshire	-	-
New Jersey	31	425
New Mexico	3	75
New York	48	846
North Carolina	30	221
North Dakota	2	4,975
Ohio	34	1,835
Oklahoma	8	100
Oregon	4	98
Pennsylvania	34	5,928
Rhode Island	4	-
South Carolina	16	778
South Dakota	1	-
Tennessee	5	50
Texas	34	1,744
Utah	4	-
Vermont	1	-
Virginia	17	373
Washington	7	366
West Virginia	5	-
Wisconsin	14	213
Wyoming	3	360
Total	<u>638</u>	<u>27,228</u>

III. FINANCIAL SUPPORT TO THE PUBLIC LIBRARY
PROGRAMS AND SERVICES TO THE AGING

III. FINANCIAL SUPPORT TO THE PUBLIC LIBRARY PROGRAMS AND SERVICES TO THE AGING

This chapter incorporates study findings on the sources and magnitude of financial support for public library programs and services to the aging. For 751 of the 858 responding public libraries who provided budget data, the total budget for all purposes was about \$440,518,000.

1. SIXTY-SEVEN OR 8% OF THE RESPONDING PUBLIC LIBRARIES BUDGETED \$594,000 FOR LIBRARY SERVICES TO THE AGING IN 1972

For the 67 libraries which reported formal budget provisions for programs and services to the aging, the total budget for all purposes was about \$74,117,000 for fiscal year 1972. The amount formally budgeted for the aging is slightly over 0.8% of the total budgets of these 67 libraries.

The amount budgeted by public libraries for the aging is shown in Exhibit XI, following this page. For fiscal years 1971 and 1972, for which the most complete data was available, the average amount budgeted per library was about \$8,390 and \$8,860 respectively, which constitutes an increase of 6%.

Data for fiscal year 1973 was requested in the survey. Because of variations in fiscal periods among the reporting public libraries, many libraries were not aware of fiscal 1973 budget provisions. Data, therefore, is not complete. (Forty public libraries reported a total of about \$177,000 for an average of about \$4,400 per library for fiscal year 1973.)

The reported amounts budgeted for the aging shows a general increase over the past three years.

TRENDS IN DOLLAR AMOUNTS FORMALLY BUDGETED
FOR THE AGING BY PUBLIC LIBRARIES

Number of Years for Which Data Is Reported	Number of Responding Libraries			Total Public Libraries Reporting Formal Budget Provisions for the Aging for Two or More Years	Percent of Total Reporting
	Net Budget Increase	No Budget Change	Net Budget Reduction		
2	13	9	4	26	48%
3	7	5	4	18	33
4	6	3	1	10	19
				54	100%

EXHIBIT XI
National Survey of Library Services to the Aging
AMOUNT FORMALLY BUDGETED
BY PUBLIC LIBRARIES FOR SERVICES TO THE AGING

State	1970	1971	1972
Alabama		\$ 500 (1)	\$ 17,290 (3)
Alaska			
Arizona			300 (1)
Arkansas			
California		19,744 (2)	23,955 (3)
Colorado		650 (1)	
Connecticut			
Delaware			2,175 (1)
District of Columbia			
Florida	\$ 3,000 (1)	26,828 (3)	13,500 (3)
Georgia			
Hawaii			
Idaho		2,000 (1)	2,050 (1)
Illinois	27,735 (1)	30,080 (1)	
Indiana		27,250 (2)	28,601 (2)
Iowa	500 (1)	2,600 (2)	2,870 (3)
Kansas			
Kentucky		2,500 (1)	
Louisiana		210 (1)	
Maine	800 (1)	900 (1)	1,100 (1)
Maryland		4,500 (2)	9,000 (2)
Massachusetts		1,195 (1)	45,000 (1)
Michigan		47,915 (4)	15,800 (4)
Minnesota			
Mississippi	200 (1)	250 (1)	500 (1)
Missouri	30,000 (1)	74,583 (3)	44,460 (2)
Montana			
Nebraska			
Nevada			
New Hampshire			
New Jersey		4,962 (2)	5,600 (3)
New Mexico			
New York	4,000 (1)	19,600 (5)	10,700 (4)
North Carolina			3,203 (1)
North Dakota	9,000 (1)	16,700 (3)	14,947 (2)
Ohio	4,583 (2)	103,375 (8)	79,418 (7)
Oklahoma		20,390 (1)	25,000 (1)
Oregon			
Pennsylvania		7,425 (2)	21,385 (1)
Rhode Island	\$ 2,000 (1)	\$ 2,000 (1)	\$ 2,000 (1)
South Carolina	700 (1)	1,336 (2)	1,850 (3)
South Dakota			
Tennessee	100 (1)	100 (1)	10,100 (2)
Texas		18,465 (2)	130,822 (8)
Utah			500 (1)
Vermont			
Virginia			
Washington		2,980 (2)	5,000 (1)
West Virginia			
Wisconsin	39,610 (1)	65,139 (4)	70,727 (4)
Wyoming			
Total	\$122,228 (14)	\$503,577 (60)	\$593,850 (67)

NOTE: Numbers enclosed in parentheses indicate the number of libraries responding.

2. IN FISCAL 1972, APPROXIMATELY TWO-THIRDS OF ALL OUTSIDE FUNDING FOR LIBRARY SERVICES TO THE AGING IN PUBLIC LIBRARIES WAS PROVIDED BY LIBRARY SERVICES AND CONSTRUCTION ACT (LSCA) GRANTS

For fiscal 1972, a total of \$843,000 was supplied to public libraries from sources other than local taxation. These sources and amounts are shown in Exhibit XII, following this page. The federal government, primarily through LSCA, provided about 75% of all nonlocal tax money for services to the aging.

LSCA grants to public libraries for library services to the aging are shown in Exhibit XII, following Exhibit XII. For fiscal 1973, \$219,000 of LSCA grants were reported for a total of \$391,000 of funding for library services to the aging from sources other than local taxation. However, many libraries were unaware of fiscal 1973 grants, and the status of several 1973 project fundings was recorded as being unknown.

The trend in LSCA funding for library services to the aging as reported by responding public libraries shows a slight increase.

TRENDS IN AMOUNTS OF LSCA GRANTS TO
INDIVIDUAL PUBLIC LIBRARIES FOR SERVICE TO THE AGING

Number of Years for Which Grant Data Is Reported	Number of Responding Libraries			Total Public Libraries Reporting LSCA Grants Continuing for Two or More Years	Percent of Total Reporting
	Net Grant Increase	No Change	Net Grant Reduction		
2	5	4	5	14	64%
3	2	2	0	4	18
4	3	1	0	4	18
				22	100%

3. COSTS OF LIBRARY SERVICES TO THE AGING ARE HIGHEST FOR EXTENSION SERVICES

Few public libraries record program costs or numbers of persons regularly served by a specific program or service. Information supplied by responding public libraries was generally based upon estimates, and wide cost variations exist among respondents providing similar services.

(1) The Estimated Cost per Person of Extension Services to the Aging Appears To Be About \$42 per Year

Exhibit XIV, following Exhibit XIII, shows the cost per person for extension services as provided by 14 of the reporting public libraries. The exhibit was prepared by arbitrarily selecting 18 public libraries which appeared to provide complete

EXHIBIT XII
National Survey of Library Services
to the Aging
FINANCIAL SUPPORT OBTAINED FROM
SOURCES OTHER THAN LOCAL TAXATION
FOR SERVICES TO THE AGING
BY REPORTING PUBLIC LIBRARIES

Source	Fiscal Year		
	1970	1971	1972
LSCA	\$207, 169	\$195, 686	\$534, 115
Older Americans Act	14, 000	11, 108	21, 674
Other Federal Grants ⁽¹⁾	2, 500	80, 710	90, 500
State	34, 088	38, 416	55, 902
Contracts for Service	550	550	68, 550
Philanthropy	27, 514	27, 281	33, 070
Other ⁽²⁾	1, 100	18, 370	39, 405
Total	<u>\$286, 921</u>	<u>\$372, 121</u>	<u>\$843, 216</u>

Notes:

(1) Examples of other federal grants include Emergency Employment Act, Social Security, and Right-to-Read Program.

(2) These funds were not further identified by responding libraries.

EXHIBIT XIII
National Survey of Library Services to the Aging
AMOUNT OF GRANTS FROM THE LSCA FOR SERVICES TO THE AGING

State	1970	1971	1972
Alabama		\$ 14,185 (2)	\$ 31,005 (5)
Alaska			
Arizona		200 (1)	
Arkansas			1,600 (2)
California	\$130,000 (1)	116,097 (5)	174,506 (5)
Colorado			550 (1)
Connecticut			
Delaware			562 (1)
District of Columbia			
Florida			27,000 (2)
Georgia			
Hawaii	1,951 (1)	1,950 (1)	3,470 (1)
Idaho		1,000 (1)	1,000 (1)
Illinois			
Indiana			14,180 (1)
Iowa		1,500 (1)	4,610 (1)
Kansas			
Kentucky			
Louisiana			
Maine			15,000 (1)
Maryland			
Massachusetts	1,500 (1)	1,995 (1)	6,000 (1)
Michigan		3,000 (1)	3,000 (1)
Minnesota			
Mississippi			
Missouri			500 (1)
Montana			
Nebraska			
Nevada			
New Hampshire			
New Jersey			2,000 (1)
New Mexico			
New York			10,000 (1)
North Carolina			8,000 (1)
North Dakota	3,500 (1)	10,797 (3)	6,920 (2)
Ohio	68,218 (2)	42,212 (2)	50,485 (2)
Oklahoma			
Oregon			
Pennsylvania			5,000 (1)
Rhode Island			
South Carolina	1,400 (2)	1,150 (2)	1,100 (2)
South Dakota			
Tennessee			10,000 (1)
Texas			120,277 (13)
Utah			
Vermont			
Virginia			
Washington			23,000 (1)
West Virginia		1,000 (1)	1,000 (1)
Wisconsin			12,750 (1)
Wyoming	600 (1)	600 (1)	600 (1)
Total	<u>\$207,169 (9)</u>	<u>\$195,686 (22)</u>	<u>\$534,115 (51)</u>

NOTE: Numbers enclosed in parentheses indicate the number of libraries responding.

EXHIBIT XIV
National Survey of Library Services to the Aging
EXAMPLES OF ESTIMATED
COSTS OF PROVIDING EXTENSION SERVICES TO THE AGING

<u>Library</u>	<u>Types of Service(s) Offered</u>	<u>Estimated Total Number of Persons 65 and Over Served</u>	<u>Estimated Service Expenses</u>	<u>Estimated Cost per Person Served Per Annum</u>
1	Deposit collection, bookmobile, homebound	700	\$50,000	\$71.43
2	Bookmobile, homebound	685	48,000	70.07
3	Nursing home, homebound	40	2,454	61.35
4	Homebound, deposit collection	825	45,000	54.54
5	Deposit collection, film programs	76	3,000	39.47
6	Deposit collection, homebound	168	6,423	38.23
7	Nursing home, housing	450	15,000	33.33
8	Deposit collection, bookmobile, homebound	50	1,500	30.00
9	Nursing home, bookmobile, homebound	45	1,000	22.22
10	Bookmobile, homebound	177	3,700	20.90
11	Bookmobile, deposit collection, homebound	57	1,116	19.58
12	Deposit collection, homebound	240	3,000	12.50
13	Deposit collection, homebound	125	1,500	12.00
14	Films at senior citizen center, deposit collection, homebound	865	8,800	10.17
	• Total	<u>4,503</u>	<u>\$190,493</u>	<u>\$42.30</u>

NOTE: Among the 14 public libraries selected, service area population ranges are as follows:

Less than, 50,000	5
Between 50,000 and 200,000	6
Greater than 200,000	3
	<u>14</u>

information on costs and number of persons served. The two libraries with the lowest estimated cost per person served and the two libraries with the highest estimated cost per person served were excluded for purposes of calculation. An average estimated cost per person served was determined from the data of the remaining 14 libraries.

The estimated program costs should be regarded with caution, because of the dramatic variations in cost per person served reported by the 14 libraries. Furthermore, it should be noted that extension services vary greatly in staff time and materials required. Books by mail and deposit collections using volunteers are obviously less costly to maintain than personalized homebound services. Also, methods of accounting for costs are not standardized among public libraries, and definitions of costs and services are not uniform. For example, bookmobile services and costs should be allocated to all users, not merely the aging, when other age groups are served.

For comparison, the estimated cost per person served for all extension services in the first reported phase of the study was \$5.72. The average estimated cost per person served for the three extension programs for which detailed specific cost data was obtained in the first phase was \$29.92.

(2) Group Programs, Both Those Conducted In and Out of the Library, As Summarized by Respondents Shown in Exhibit XV, Cost About \$17 per Aging Person Served per Year

Exhibit XV, following this page, presents data from 14 responding public libraries. This exhibit was constructed in the same manner as Exhibit XIV.

In the first phase it was determined that the average cost per person for group programs was about \$1.35 per year. The rather significant variance is felt to be primarily the result of the difficulty experienced by the libraries in obtaining accurate information. However, the ratio of extension service costs to group program costs from data in each phase of the survey shows that extension services are at least over twice as costly per person as group programs.

		First Phase Ratio	Second Phase Ratio
Extension Service Cost per Person	÷ Group Program Cost per Person	4.24	2.45

EXHIBIT XV
National Survey of Library Services to the Aging
EXAMPLES OF ESTIMATED
COSTS OF PROVIDING GROUP PROGRAMS FOR THE AGING

<u>Library</u>	<u>Types of Service(s) Offered</u>	<u>Estimated Total Number of Persons 65 and Over Served</u>	<u>Estimated Service Expenses</u>	<u>Estimated Cost per Person Served Per Annum</u>
1	Film programs	230	\$10,900	\$47.39
2	Film programs, book talks	450	15,581	34.62
3	Film programs	35	600	17.14
4	Book talks	60	1,000	16.67
5	Film programs	45	750	16.67
6	Book talks, films, investment services	120	2,000	16.67
7	Film programs	30	240	8.00
8	Movie hour, film programs, book talks	135	1,000	7.41
9	Special tours, film programs	106	600	5.66
10	Film Programs	306	1,300	4.25
11	Art exhibits, senior citizen days	120	500	4.17
12	Film programs	25	100	4.00
13	Senior citizen programs, book talks	150	600	4.00
14	Book talks, film programs	<u>285</u>	<u>1,047</u>	<u>3.67</u>
Total		<u>2,097</u>	<u>\$36,218</u>	<u>\$17.27</u>

NOTE: Among the 14 public libraries selected, service area population ranges are as follows:

Less than 50,000	5
Between 50,000 and 200,000	9
Greater than 200,000	0
	<u>14</u>

(3) Meaningful Data on the Costs for Special Materials for the Aging Are Not Available From Survey Responses

As previously noted, the estimates for special materials usage by aging persons are most likely to be in error, since age information is rarely shown in circulation statistics. Furthermore, while cost data for all special materials might be obtainable from library records, the method of allocating these costs to serving the aging is not known. Given these constraints, it would appear that other methods of determining cost per aging person served with special materials are available and should be considered for future study. These include:

- Examination of Library of Congress, DBPH records
- Proration of the cost of establishing a collection of special materials by a public library over the life of the materials and percent of aging users.

It is clear that further research having a special focus on analysis of library service costs will be needed before definitive and reliable cost information is available on services to the aging.

IV. DEVELOPMENT OF PUBLIC LIBRARY PROGRAMS AND SERVICES TO THE AGING

IV. DEVELOPMENT OF PUBLIC LIBRARY PROGRAMS AND SERVICES TO THE AGING

This chapter reports the findings from questions contained in the fourth section of the second phase questionnaire dealing with relationships with other community organizations and the attitudes of librarians regarding the priorities, requirements, and constraints involved in providing library services to the aging.

1. ABOUT 51% OF RESPONDING PUBLIC LIBRARIES MAINTAIN
SOME RELATIONSHIPS WITH OTHER LOCAL AGENCIES
INVOLVING LIBRARY SERVICES TO THE AGING

The term "relationship" means a specific interagency contact in which library skills and/or resources are used or made known or available to other agencies involved in services to the aging. Of the 858 public libraries responding, 438, or about 51%, maintain relationships with one or more community agencies serving the aging. A total of 1,126 such relationships were identified, as shown in Exhibit XVI, following this page.

Cooperation with nursing homes predominates. Other agencies comprising the majority of the public libraries' relationships include:

- . Councils on aging
- . Senior citizens clubs
- . Senior citizens housing units
- . Senior citizens centers.

As might be expected, the nature of the relationships covers a broad spectrum ranging from the most casual and sporadic contacts to several reports of library personnel holding policy making positions in local councils directly involved with all services to the aging.

Most, but not all, of the responding libraries appear to have repeated or included relationships reported in Section II of the questionnaire (programs or services that your library now provides to those 65 and over) in answering question IV. A. Therefore, the figures presented in Exhibit XVI should be viewed as reporting the total number of relationships existing. Furthermore, in interpreting returned questionnaires, it is clear that the majority of relationships are casual, involving a minimal expenditure of time or effort by the public library.

EXHIBIT
National Survey of Libraries
NUMBER OF RELATIONSHIPS BETWEEN PUBLIC
INVOLVING LIBRARY SERVICES

	Number of Respondents Cooperating with Community Organizations	Number of Relationships Reported													
		Nursing Homes	Association of Retired Persons	Recreation Department	Council on Aging	Friends of the Library	Family Services	Visiting Nurses Association	Housing Authority	Health Department	Department of Social Services	Senior Citizens Clubs	Senior Citizens Council	Senior Citizens Housing	Senior Citizens Centers
Alabama	8	8	1												
Alaska	2	1	2		1				1	1		1		1	1
Arizona	4	1		1	1								1		
Arkansas	2														
California	46	3	6	8	5	6	1	2	2	3	5	6	2	2	
Colorado	6	4		1		1			1						7
Connecticut	7				1				1				1	1	
Delaware	1	3							1		1				
District of Columbia	1		2		1				1						
Florida	11	4	1	2	2	1					6	1			
Georgia	2	2													
Hawaii	1														
Idaho	3	3													
Illinois	25	3	2	1	3	1	3			2	1	1			1
Indiana	10	6	5		1	1			2		1	4	1	5	6
Iowa	5	1						1		1				4	1
Kansas	3			1	1						1	1			1
Kentucky	5	3	1											1	2
Louisiana	10	1		1	6				1		6				1
Maine	2		1								1	2			
Maryland	7	1	1	1	2					2					2
Massachusetts	19	4	2		10				1	2	2				
Michigan	18	4	1	2	1		1	2	3	1				8	5
Minnesota	8	5					1		1	1	2	6	1	4	3
Mississippi	7		4		1							2	3	1	1
Missouri	11	2	1		2							1		1	1
Montana	--								1			1	4	2	1
Nebraska	3			1											1
Nevada	1								1						
New Hampshire	1											1			1
New Jersey	23		5	4	7	1			2	1		6	5	6	2
New Mexico	2														
New York	37	17	2	2	2	2	1		5						1
North Carolina	21	4	2	3	4				2		6	12	7	4	6
North Dakota	2	4										1	3	2	1
Ohio	21	62	1	1	3		1	5	4	2		1	10	21	4
Oklahoma	2			1								3			
Oregon	4	5		1	1								1		
Pennsylvania	21	14	3	1	3	3	2	1		1				1	1
Rhode Island	2		2						2			3		15	4
South Carolina	9	2		1	3			1							
South Dakota	1											2		5	1
Tennessee	4		1												1
Texas	21	5	3	1	5	1			1				1		1
Utah					2							2	6	3	
Vermont	1							1				1	1		1
Virginia	12	3		2	1							1			
Washington	6				3	1				2	1	1		1	3
West Virginia	3				1						1	2			
Wisconsin	10	3		3	3				1			1		1	1
Wyoming	2	4			1				1	1		2		6	5
	438	182	49	39	77	18	10	13	34	20	21	76	53	105	71

* "Other" include those relationships not classified in the 17 specific headings shown under number of relationships reported, and include Lions Club, YMCA, Red Cross, Community Centers, etc

EXHIBIT XVI
National Survey of Library Services to the Aging
NUMBER OF RELATIONSHIPS BETWEEN PUBLIC LIBRARIES AND COMMUNITY AGENCIES
INVOLVING LIBRARY SERVICES TO THE AGING

Number of Relationships Reported																		
Library Number	Association of Retired Persons	Recreation Department	Council on Aging	Friends of the Library	Family Services	Visiting Nurses Association	Housing Authority	Health Department	Department of Social Services	Senior Citizens Club	Senior Citizens Council	Senior Citizens Housing	Senior Citizens Centers	Community Action Council	Volunteer Bureau	Social Security and Pensions	Other	Total
1	1						1	1		1		1	1	2		3	4	23
2	2		1								1							5
3		1	1								1						3	6
4	6	8	5	6	1	2	2	3	5	6	2	2	9	2	7	2	2	118
5		1		1			1		1		1	1			1		3	13
6							1					3					3	9
7	2		1				1										2	6
8	1	2	2	1						6	1						3	13
9										1	2	6		2	1	1	7	30
10													4	1			1	8
11															1			1
12	2	1	3	1	3		2	2	1	1			1				2	10
13	5		1	1				1	1	4	1	5	6		1		18	51
14						1					2	4	1		1		7	28
15	1	1	1						1	1		1	1	1	1		4	11
16		1	6				1			6		1	2	1			2	7
17	1	1						2		1	2			1			3	15
18								2					2					5
19	2		10				3	1	2					1		1	4	16
20	1	2	1		1	2	1	1	2	6	1	4	3	1	1		4	39
21										2	3	1	1		1		13	44
22	4		1							1		1	1				4	17
23	1		2				1			1	4	2	1	3			6	25
24																		
25		1								1			1		1		2	5
26																		
27	5	4	7	1			2	1		6	5	6	2				1	1
28	2	2	2	2	1		5			12	7	4	6				7	45
29	2	3	4				2		6	1	3	2	1	4		1	13	76
30	1	1	3		1	5	4	2		1	10	21	4	3	3	1	10	42
31		1								3	10	21	4	3	3		2	7
32		1	1														3	5
33	3	1	3	3	2	1	2	1		3		1	1		1		1	12
34	2											15	4	1			15	67
35		1	3														1	4
36										2		5	1				4	18
37	1												1				2	3
38	3	1	5	1						2	6	3		1			3	8
39			2							1	1		1	2			20	48
40						1				1	1		1		1			6
41		2	1					2	1	1		1	3				1	3
42			3	1					1	2						1	11	25
43			1							1		1					12	20
44		3	1				1			1		1	1				1	5
45			1					1		2		6	5				8	31
46	49	39	77	18	10	13	34	20	21	76	53	105	71	28	20	11	299	1,126

Not classified in the 17 specific headings shown under number of
Lions Club, YMCA, Red Cross, Community Centers, etc

It is interesting to note that while about half of the reporting public libraries have developed some form of relationship with other local agencies serving the aging, the degree of mutual cooperation may be questionable. The failure of libraries and community agencies to coordinate their efforts was cited as a significant constraint to the delivery of library services to the aging by about two-thirds of all libraries responding.

2. INCREASING PRIORITY FOR THE DEVELOPMENT OF PROGRAMS AND SERVICES FOR THE AGING IS DESIRED BY LIBRARIANS

The questionnaire asked that the relative priority for program development be ranked among five age groups. The age groups were:

•	Preschool	Ages 1 - 5
•	Children	Ages 6 - 12
•	Young People	Ages 13 - 20
•	Adults	Ages 21 - 64
•	Aging	Age 65 and over.

Each respondent was requested to evaluate priorities for three time periods: past (five years ago), present, and the desired future priorities (five years hence). The relative priorities for each age group, as ranked by over 450 of the 858 responding librarians, are shown in Exhibits XVII through XIX, following this page. These exhibits are summarized and compared in the table below:

COMPARISON OF RELATIVE PRIORITY
FOR PROGRAM DEVELOPMENT

<u>PRIORITY</u>	<u>PAST (FIVE YEARS AGO)</u>	<u>PRESENT</u>	<u>FUTURE (FIVE YEARS HENCE)</u>
1 (Highest)	Adults	Adults	Adults
2	Children	Children	Children
3	Young People	Preschool	Young People
4	Preschool	Young People	Aging
5 (Lowest)	Aging	Aging	Preschool

See Exhibit XIX.

From being ranked last, the desired future priority for services for the aging based upon the close correlation of percentages shown in Exhibit XIX, is on a par with those for children and young people.

The priority for the development of programs and services for adults, ages 21 through 64, is consistently ranked first. Continued and increasing emphasis for adult program development is indicated by priority assessments of responding librarians. Five years ago, adult development priority exceeded that of children, the next highest priority, by only 18%. However,

EXHIBIT XVII
National Survey of Library Services to the Aging
PAST RELATIVE PRIORITY AMONG AGE GROUPS
FOR PROGRAM DEVELOPMENT
(Five Years Ago)

<u>Age Group</u>	<u>First Priority</u>	<u>Second Priority</u>	<u>Third Priority</u>	<u>Fourth Priority</u>	<u>Fifth Priority</u>
Preschool (1-5)	14%	15%	25%	33%	13%
Children (6-12)	30	44	17	5	3
Young People (13-20)	8	19	35	26	11
Adults (21-64)	48	18	19	15	1
Aging (65 and Over)	<u>0</u>	<u>4</u>	<u>44</u>	<u>21</u>	<u>72</u>
Totals	<u>100%</u>	<u>100%</u>	<u>100%</u>	<u>100%</u>	<u>100%</u>

Source: Booz, Allen & Hamilton survey of public libraries

EXHIBIT XVIII
National Survey of Library Services to the Aging
PRESENT RELATIVE PRIORITY AMONG AGE GROUPS
FOR PROGRAM DEVELOPMENT

<u>Age Group</u>	<u>First Priority</u>	<u>Second Priority</u>	<u>Third Priority</u>	<u>Fourth Priority</u>	<u>Fifth Priority</u>
Preschool (1-5)	16%	17%	22%	26%	19%
Children (6-12)	18	39	22	13	7
Young People (13-29)	7	18	27	26	22
Adults (21-64)	54	15	15	11	6
Aging (65 and Over)	<u>5</u>	<u>21</u>	<u>14</u>	<u>24</u>	<u>46</u>
Totals	<u>100%</u>	<u>100%</u>	<u>100%</u>	<u>100%</u>	<u>100%</u>

Source: Booz, Allen & Hamilton survey of public libraries.

EXHIBIT XIX
National Survey of Library Services to the Aging
FUTURE RELATIVE PRIORITY AMONG AGE GROUPS
FOR PROGRAM DEVELOPMENT
(Five Years Hence)

<u>Age Group</u>	<u>First Priority</u>	<u>Second Priority</u>	<u>Third Priority</u>	<u>Fourth Priority</u>	<u>Fifth Priority</u>
Preschool (1-5)	9%	14%	20%	28%	30%
Children (6-12)	8	28	22	24	18
Young People (13-20)	9	23	28	20	21
Adults (21-64)	66	10	7	8	9
Aging (65 and Over)	<u>8</u>	<u>25</u>	<u>23</u>	<u>20</u>	<u>22</u>
Totals	<u>100%</u>	<u>100%</u>	<u>100%</u>	<u>100%</u>	<u>100%</u>

Source: Booz, Allen & Hamilton survey of public libraries.

the desired future priority for adults exceeds the closest rivals by 57%. For the present and future, over half of all respondents stated that first priority was assigned to the adult (21-64) category.

3. EXTENSION SERVICES ARE JUDGED TO HAVE THE GREATEST IMPORTANCE FOR THE AGING

As previously discussed, the aging who desire library services, compared to other age groups in the general population, have less access to conventional library services and facilities. This problem can be satisfied, in part, through extension services. The group characteristics which are pertinent are:

- Chronic health restrictions
- Reduced access to and use of private transportation.

Librarians were asked to evaluate the need for various types of services for the aging. Sixty-four percent indicated that extension services were necessary and very important, as shown in Exhibit XX, following this page. Special materials were ranked next in importance, followed by group programs. The emphasis on the importance of extension programs is supported by a comparison of the number of persons served and expenditures for programs or services serving the aging as found in both the first phase and this survey.

4. AFTER INADEQUATE FUNDS, THE NEXT MOST SIGNIFICANT CONSTRAINTS IN PROVIDING LIBRARY SERVICES TO THE AGING ARE RELATED TO THE DIFFICULTY OF THE AGING GETTING TO THE LIBRARY

Insufficient funds were cited as the most significant constraint to providing library services to the aging. Over a third of those who felt insufficient funds were a "most significant" constraint ranked it first in order of relative priority. This is easily understood, since an unlimited or less restricted availability of funds could alleviate most other constraints.

The second and third most significant constraints relate to the difficulty of access to the library, as shown in Exhibit XXI, following Exhibit XX. Architectural barriers and inadequate transportation were considered most significant constraints by 29% and 27% of the respondents, respectively.

Specific architectural barriers mentioned included:

- Difficult stairs, including lack of ramps
- Lack of meeting rooms
- General lack of space throughout the library building.

EXHIBIT XX
National Survey of Library Services
to the Aging
LIBRARIAN EVALUATION OF NEEDS
FOR THE AGING BY TYPE OF SERVICE

<u>Type of Service</u>	Librarian Evaluation of the Need for Each Type of Service		
	<u>Necessary</u>	<u>Beneficial</u>	<u>Not Needed</u>
Extension	64%	31%	5%
Special Materials	56	39	5
Group Programs	43	49	8

EXHIBIT XXI
National Survey of Library Services to the Aging
THE SIGNIFICANCE OF VARIOUS
CONSTRAINTS REGARDING LIBRARY SERVICES TO THE AGING

Constraints	Opinion of Librarians Regarding Significance of Constraints		
	Most Significant	Significant	Not Significant
Insufficient funds	50%	30%	20%
Architectural barriers in libraries	29	22	49
Inadequate transportation	27	43	30
Inadequate coordination among all community agencies	20	46	34
Philosophy that most library needs be met as a part of general services	14	36	50
Insufficient availability of program consultation and technical assistance	13	42	45
Lack of staff training opportunities	13	39	48
Lack of appropriate materials	11	27	62
Inability to recruit interested and qualified staff:			
Professional	10	22	68
Paraprofessional	10	23	67
Internal library organization	9	31	60
Inadequate publicity for existing services	8	41	51
Fear for personal safety	2	11	87

Of those indicating architectural barriers were a most significant constraint, about one-fourth felt that this problem was the first priority. Respondents concerned about architectural barriers are apt to be occupants of old or inadequate libraries. It is significant, however, that access difficulties by the aging are recognized. This awareness is likely to result in an alleviation of architectural barriers in the next generation of library facilities in these locales.

Ranked in relative importance by responding libraries, the next most significant constraint cited was inadequate coordination among community agencies servicing the aging. In addition to the constraints ranked in Exhibit XXI, other items were mentioned by respondents.

- . . . Lack of interest, without specification as to whether that lack was on the part of the aging, or the library, or both.
- . . . Difficulty in identifying the aging.
- . . . Lack of staff.

V. OVERALL OBSERVATIONS AND CONCLUSIONS

V. OVERALL OBSERVATIONS AND CONCLUSIONS

This chapter presents major observations and conclusions based upon the findings presented in Chapters II, III, and IV.

1. LESS THAN TWO PERCENT OF THE AGING IN THE UNITED STATES ARE ESTIMATED TO RECEIVE SPECIFIC LIBRARY SERVICE FROM PUBLIC LIBRARIES

The survey sampled public libraries providing services to 145 million Americans, or about 70% of the population. Returns were received from libraries with total service areas encompassing slightly over 50% of the total 65 and over population. These libraries provided specific services to about 173,000 aging persons, inclusive of:

- Extension services--119,000 aging served
- Special materials--27,000 aging served
- Group programs--27,000 aging served.

There may be, however, duplication in the extension and special materials categories in reports of the number of persons served. These factors would tend to inflate the total number receiving specific services. The reasons why the remaining 35% of the public libraries surveyed did not respond are not known. It can be assumed that most public libraries providing significant programs were motivated to report their activities.

Extrapolating over the whole population, about 350,000 or less than 2% of the total aging population may be recipients of public services to the aging as defined in this study. However, since the aging per se are not readily visible in library statistics, these figures must not be interpreted as being conclusive.

2. LESS THAN 20% OF PUBLIC LIBRARIES ARE ESTIMATED TO PROVIDE SPECIFIC PROGRAMS OR SERVICES FOR THE AGING

The study criteria, as explained within the questionnaire, were explicit and rigid. Many responses did not contain sufficient data to evaluate the scope or degree of services provided. In almost every case, it was assumed that study criteria were followed and met.

All questionnaires were screened to ascertain the number of responding public libraries that provide specific library services most

clearly meeting the study criteria. The screening sought to classify the spectrum of all public libraries' programs and services to the aging within five groupings:

- . Services exclusively designed for the aging
- . Services targeted for and used primarily by the aging
- . Services benefiting the aging, but offered to all
- . General services likely to be often used by the aging
- . No service for the aging.

Based upon the screened survey responses, it would appear that an estimated maximum of 20% of public libraries serving populations over 25,000 offer specific services to the aging. There was no attempt made to evaluate the scope of these programs. Often, it is felt, extension services at senior citizens centers, for example, are probably part of a larger extension service. About 16% were classified as providing no service for the aging as defined by the study.

Nonetheless, the fact that about 20% did appear to offer specific services for the aging indicates that the estimated 4% of all public libraries offering such services, as determined in the first phase of the survey, was overly conservative.

3. BETWEEN 250,000 TO 500,000 AGING PERSONS COULD BE
POTENTIAL USERS OF EXTENSION SERVICES FROM PUBLIC
LIBRARIES

Extension services, as defined in the survey, are used by over two-thirds of all aging who are served by library services to the aging. Aging persons in need of extension services include those who have limited transportation access or resources or who are physically unable to visit their library. This group, as shown in the first study phase, constitutes a large portion of the aging population--clearly over 25%. If between 5% and 10% of the group were to benefit from and desire library services, then between 250,000 and 500,000 are potentially in need of extension services from public libraries. While these calculations are rough estimates, they present a suggestion of the demand for extension services for the aging. Respondents to this survey served about 120,000 aging persons through extension services. Furthermore, as the literacy level of the aging continues to increase, the demand for extension services can similarly be expected to increase. All of this however, does not address the important question of the quality of extension services rendered.

4. PUBLIC LIBRARIES ARE PLACING INCREASED EMPHASIS ON LIBRARY SERVICES TO THE AGING; HOWEVER, REGULAR AND SUSTAINED FUNDING WILL BE REQUIRED TO ASSURE ADEQUATE SERVICES

While most respondents indicated that the delivery of library service to the aging is not receiving priority treatment, the consensus was that this field was receiving greater attention than five years ago and merited increased priority in the future. Increased amounts of financial support are currently being directed to this end.

However, there are many segments of the library's service area population that have and will be making similar claims on library resources. The only way to insure that library services to the aging will receive increased attention is to develop and maintain financial resources committed to this goal. To date, this generally has not been accomplished.

5. THE RECOMMENDATIONS OF THE FIRST PHASE REPORT REMAIN APPROPRIATE FOR FUTURE PLANNING AND ACTION

No new information has been detected in the second phase that would invalidate the recommendations made and reported as a result of the first phase of the survey. The recommendations are condensed and summarized below.

- Services to the aging should be regarded as a distinct program for purposes of planning, coordination, and evaluation but should consist of an aggregation of several services, each designed to meet the special needs of the aging.
- Federal library legislation should formally recognize the aging as a distinct group of disadvantaged persons and provide funds for program development and professional training.
- Organization for the planning, development, and evaluation of library services to the aging should be strengthened at the federal, state, and local levels.
- The states should give higher priority to library services to the aging.
- Programs offering the most service for the lowest unit cost should receive increased emphasis.

- Public libraries should insure that opportunities to meet the special needs of aging individuals are investigated and developed.
- The use of the aging as paid employees for work with their peers should be substantially expanded.
- Further research should be undertaken which builds on the findings and recommendations of this study.

In addition, the second study phase increasingly validated the need for additional research. Efforts meriting immediate examination include:

A study of aging user and nonuser needs:

- The staff skills needed for effective services to the aging including their identification and location
- The aging person's estimate of his own library needs and desires
- The reading and program interests of the aging, including comparison of reading interests of well aging and institutionalized
- The barriers to library services as seen by the aging, including psychological, architectural, information, and environmental factors.

A detailed examination of the costs of providing specific library programs and services for use by librarians in planning and developing future services.

- Cost/benefit study of personal, direct professional service to aging users versus deposit collections.
- Cost/benefit comparison of taking materials to the aging versus bringing the aging to the library.

- . A study of librarian attitudes regarding work with the aging.
- . A study of methods of collecting valid data of library use, e.g., comparable statistics of group services, annual showings versus total annual audience, etc.

APPENDIXES

INDEX OF APPENDIXES

Appendix

SURVEY QUESTIONNAIRE AND FOLLOW-UP LETTERS

A

NAMES AND LOCATIONS OF RESPONDING PUBLIC
LIBRARIES

B

APPENDIX A

Survey Questionnaire and Follow-Up Letters

INDEX TO APPENDIX A

	<u>Appendix</u>
SAMPLE QUESTIONNAIRE MAILED JULY 24, 1972	A (1)
SAMPLE COVERING LETTER TO RESPONDENTS OF THE FIRST PHASE	A (2)
FIRST FOLLOW-UP LETTER MAILED AUGUST 18, 1972	A (3)
SECOND FOLLOW-UP LETTER MAILED SEPTEMBER 15, 1972	A (4)

BOOZ • ALLEN & HAMILTON Inc*Management Consultants***APPENDIX A (1)**

NEW YORK WASHINGTON CLEVELAND DETROIT
CHICAGO DALLAS LOS ANGELES SAN FRANCISCO
TORONTO MEXICO CITY RIO DE JANEIRO
LONDON DUSSELDORF

600 UNION COMMERCE BUILDING
CLEVELAND • 44115
696-1900
AREA CODE 216

Dear Librarian:

Booz, Allen & Hamilton has been retained by the Cleveland Public Library, under a grant from the United States Office of Education, to conduct the second phase of a study concerning services by libraries to the 65 and older population. The first phase of this study dealt with current programs and services conducted for people 65 and older at some 260 libraries of all types. Initial results were shared with the delegates to the 1971 White House Conference on Aging. The second phase is directed to all public libraries (some 1,300) with service-area populations exceeding 25,000 to determine the current state of library programs and services to those 65 and older.

This questionnaire will provide invaluable base-line data for planning and evaluating future library programs and services for those 65 and older by local, state, and federal library agencies.

Any comments you may wish to make at appropriate locations in the questionnaire or on a separate sheet of paper would be valued. Please return your completed questionnaire within the next few days, using the enclosed addressed postage-paid envelope.

Thank you for your library's cooperation.

Sincerely,

Douglas W. Metz
BOOZ, ALLEN & HAMILTON Inc.

Douglas W. Metz
Vice President

NAME OF LIBRARY _____

ADDRESS _____

NAME AND TITLE OF PERSON REPORTING _____

NATIONAL SURVEY OF LIBRARY SERVICES TO THE AGING

I. GENERAL INFORMATION

Please indicate the:

- Population of the library's service area _____
- Number of persons 65 or older in the service area _____
- Total operating budget of the library for the current fiscal year _____
- Number of full-time equivalent employees _____

II. PROGRAMS OR SERVICES THAT YOUR LIBRARY NOW PROVIDES TO THOSE 65 AND OLDER

Please describe, in the spaces below, any of your library's programs or services in which 50% or more of the participants are 65+ years of age. These programs or services should not include regular or routine services provided on an individual basis, such as special shelves, book lists, etc.

Type of Program or Service	Average Number of Regular Participants		Annual Budget for Program or Service (or Estimated Cost)	Funding Source (If from other than Local Taxation)	Full-Time Equivalent Staff Involved	Comments-- We would appreciate your comments on significant aspects of the programs, evaluations, etc.
	Under 65	65+				
Extension of Library Services (e.g., deposit collection, bookmobile, homebound services, subbranches in housing projects for the aged, nursing homes, etc.) <u>Please List</u>						
Special Materials (e.g., large print books, talking books, magnifiers, and other reading aids, etc.) <u>Please List</u>						
Group Programs <u>IN</u> the Library (e.g., book talks, films, literary clubs, etc.) <u>Please List</u>						
Group Programs <u>OUT</u> of the Library (e.g., services to the aging through other organizations, such as book talks, and through the news media, such as radio and TV, special information services for the aging, etc.) <u>Please List</u>						

III. FINANCIAL SUPPORT FOR PROGRAMS OR SERVICES TO THOSE 65 AND OLDER

Please indicate the:

Amount formally budgeted for 65+

Amount obtained for those 65+ from outside sources

Sources:

LSCA

Older Americans Act

Other federal grants

State

Contracts for service

Philanthropy

Other

Total

Fiscal Year			
1970	1971	1972	1973

IV. DEVELOPMENT OF PROGRAMS OR SERVICES BENEFITING THOSE 65 AND OLDER

- A. Please describe below any relationships that may exist between your library and community agencies and organizations involving library services to the aging.

Name of Community Agency or Organization

Description of Relationship

- B. Present and Future Priorities

Using a priority scale of 1 (highest) to 5 (lowest), please rank the relative priority for program development which you feel reflects your library's position for the designated periods for programs or services to the following age groups:

		Program Development Priority 5 Years Ago	Present Program Development Priority	Desired Program Development Priority 5 Years from Today
Preschool	(1- 5)	_____	_____	_____
Children	(6-12)	_____	_____	_____
Young Adults	(13-20)	_____	_____	_____
Adults	(21-64)	_____	_____	_____
Aging	(65+)	_____	_____	_____

- C. Needs

Please indicate future needs for programs or services benefiting those 65 and older by placing a check in the appropriate space:

Type of Program or Service	Very Important and Necessary	Some Significant Benefits	Not Needed
Extension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Special Materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Group Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (e. g., Information & Referral Center)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please specify _____

D. Constraints

Please indicate by check marks in one of the three right hand columns the degree to which you believe the following factors operate as constraints on your library's capacity to serve the library needs of those 65 and older.

	Not Significant	Significant	Most Significant
___ Insufficient availability of program consultation and technical assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
___ Inadequate transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
___ Internal library organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
___ Lack of staff training opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
___ Fear for personal safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
___ Inadequate publicity for existing services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
___ Philosophy that most library needs be met as a part of general, not special services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
___ Inadequate coordination among all community agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
___ Inability to recruit interested and qualified staff: Professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paraprofessional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
___ Lack of appropriate materials (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

___ Insufficient funds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
___ Architectural barriers in libraries (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

___ Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* For constraints you have checked as being Most Significant, please indicate their relative priority in the space provided in the left hand margin next to the appropriate entry. Use 1 to indicate the highest priority and continue in decreasing numerical order.

Please return completed questionnaire in the enclosed addressed, postage-paid envelope as soon as possible to:

Booz, Allen & Hamilton Inc.
Room 600, Union Commerce Building
925 Euclid Avenue
Cleveland, Ohio 44115
ATTENTION: Mr. Douglas W. Metz

Thank you for your cooperation.

COMMENTS (Use additional pages as necessary):

APPENDIX A (2)

BOOZ • ALLEN & HAMILTON Inc
Management Consultants

NEW YORK WASHINGTON CLEVELAND DETROIT
CHICAGO DALLAS LOS ANGELES SAN FRANCISCO
TORONTO MEXICO CITY RIO DE JANEIRO
LONDON DUSSELDORF

600 UNION COMMERCE BUILDING
CLEVELAND • 44115
696-1900
AREA CODE 216

(FOR LIBRARIES RESPONDING TO FIRST PHASE QUESTIONNAIRE)

Dear Librarian:

The enclosed questionnaire is part of the second phase of a national survey of library services to the aging (65 years of age and older). The first phase provided material for a special report used by the White House Conference on Aging. The Conference proposed several legislative steps to enhance the scope of library programs and services for those 65 and older. Your library responded to the questionnaire sent during the first phase.

The enclosed questionnaire contains some portions which duplicate the Phase I questionnaire. We have completed those portions of this questionnaire for which we already have received your response. Please check to insure that the information entered is current and provide the additional information requested.

Your previous cooperation was the essential ingredient in the successful completion of the first phase of the study. We look forward to your response to this final phase of the survey.

Sincerely,



Douglas W. Metz
Vice President

BOOZ, ALLEN & HAMILTON Inc.

APPENDIX A (3)

BOOZ • ALLEN & HAMILTON Inc
Management Consultants

NEW YORK WASHINGTON CLEVELAND DETROIT
CHICAGO DALLAS LOS ANGELES SAN FRANCISCO
TORONTO MEXICO CITY RIO DE JANEIRO
LONDON ROTTERDAM

600 UNION COMMERCE BUILDING
CLEVELAND 44115
696-1900
AREA CODE 216

(FIRST FOLLOW-UP LETTER MAILED AUGUST 18, 1972)

Dear Librarian:

Several weeks ago Booz, Allen & Hamilton sent your library a questionnaire about the nature and extent of its services for people 65 years of age and older. To date our records indicate that we have not received a response from your library.

This important study will provide essential basic information for the planning and delivery of library programs and services for those 65 years of age and older by local, state, and federal agencies. Your response will constitute an important element of this study. For your convenience, an additional copy of the questionnaire is enclosed. Your cooperation in this significant survey is very much appreciated.

Sincerely,

Douglas W. Metz
Vice President


BOOZ, ALLEN & HAMILTON Inc.

BOOZ • ALLEN & HAMILTON Inc
Management Consultants

NEW YORK WASHINGTON CLEVELAND DETROIT
CHICAGO DALLAS LOS ANGELES SAN FRANCISCO
TORONTO MEXICO CITY RIO DE JANEIRO
LONDON DUSSELDORF

(SECOND FOLLOW-UP LETTER MAILED SEPTEMBER 15, 1972)

600 UNION COMMERCE BUILDING
CLEVELAND • 44115
696-1900
AREA CODE 216

September 15, 1972

Dear Librarian:

Your assistance is urgently needed.

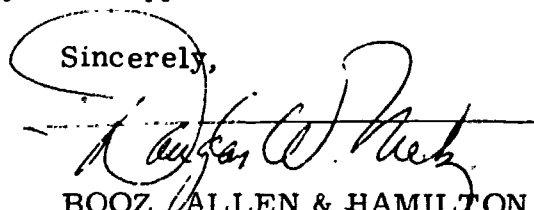
If our records are correct, your library has not responded to the Booz, Allen & Hamilton questionnaire regarding library services to people 65 years of age and older.

This study is important. It will be the foundation for future planning of library programs and services for those 65 years of age and older... over 20 million people. The responses from your library and others where service-area populations exceed 25,000 will provide invaluable data upon which conclusions and recommendations can be based.

As of today, over 50% of those queried have responded. We would like your library to be included. Your response--including your attitudes, your recommendations, and your report on whether or not you have any programs and services specifically designed for or specifically benefiting the aging--will constitute a vital element of this study. For your convenience, an additional copy of the questionnaire is enclosed. Please return your completed questionnaire in the enclosed envelope as soon as possible.

Your assistance will be very much appreciated.

Sincerely,



BOOZ, ALLEN & HAMILTON Inc.

Douglas W. Metz
Vice President

Enclosures

APPENDIX B

Names and Locations of Responding Public Libraries

RESPONSES TO LIBRARY QUESTIONNAIRES

<u>City</u>	<u>Name of Library</u>
<u>Alabama</u>	
Bessemer	Bessemer Public Library
Birmingham	Birmingham Public and Jefferson County Free Library
Clanton	Cahaba Regional Library
Cullman	Cullman County Public Library
Dadeville	Horseshoe Bend Regional Library
Decatur	Wheeler Basin Regional Library
Florence	Muscle Shoals Regional Library
Gadsden	Gadsden Public Library
Mobile	Mobile Public Library
Montgomery	Montgomery Public Library
Winfield	Northwest Regional Library
<u>Alaska</u>	
Anchorage	Z. J. Loussac Library
Fairbanks	Fairbanks North Star Borough Library
<u>Arizona</u>	
Florence	Pinal County Free Library
Kingman	Kingman Public Library
Mesa	Mesa Public Library
Phoenix	Maricopa County Free Public Library
Prescott	Prescott Public Library
Scottsdale	Scottsdale Public Library
Tempe	Tempe Public Library
Tombstone	Tombstone-Cochise County Library
Tucson	Tucson Public Library
Yuma	Yuma Public Library

Arkansas

El Dorado
Fort Smith
Little Rock
Searcy

Barton Library
Carnegie City Library
Little Rock Public Library
White County Library

California

Alameda
Alhambra
Anaheim
Arcadia
Auburn
Belmont
Berkeley
Beverly Hills
Burbank
Burlingame
Chula Vista
Corona
Covina
Daly City
Downey
Escondido
Eureka
Fresno
Fullerton
Glendale
Hayward
Huntington Beach
Inglewood
Livermore
Lodi
Lompoc
Long Beach
Los Angeles
Madera
Menlo Park

Alameda Free Library
Alhambra Public Library
Anaheim Public Library
Arcadia Public Library
Auburn-Placer County Library
San Mateo County Library
Berkeley Public Library
Beverly Hills Public Library
Burbank Public Library
Burlingame Public Library
Chula Vista Public Library
Corona Public Library
Covina Public Library
Daly City Public Library
Downey City Library
Escondido Public Library
Humboldt County Library
Fresno County Free Library
Fullerton Public Library
Glendale Public Library
Hayward Public Library
Huntington Beach Public Library
Inglewood Public Library
Livermore Public Library
Lodi Public Library
Lompoc Public Library
Long Beach Public Library
Los Angeles Public Library
Madera County Library
Menlo Park Public Library

California (continued)

Merced	Merced County Free Library
Modesto	Stanislaus County Library
Monterey	Monterey Public Library
Mountain View	Mountain View Public Library
National City	National City Public Library
Newport Beach	Newport Beach Public Library
Oceanside	Oceanside Public Library
Ontario	Ontario City Library
Orange	Orange County Library
Oroville	Butte County Library
Oxnard	Oxnard Public Library
Palo Alto	Palo Alto City Library
Peninsula	Palos Verdes District Library
Pasadena	Pasadena Public Library
Pomona	Pomona Public Library
Red Bluff	Tehama County Library
Redding	Shasta County Library*
Redlands	A. K. Smiley Public Library
Redwood City	Redwood City Public Library
Richmond	Richmond Public Library
Riverside	Riverside City and County Public Library
Sacramento	Sacramento City-County Library
Salinas	Monterey County Library
San Bernardino	San Bernardino Public Library
San Bruno	San Bruno Public Library
San Diego	San Diego County Library
	San Diego Public Library
San Francisco	San Francisco Public Library
San Jose	San Jose Public Library
San Leandro	San Leandro Community Library
San Luis Obispo	San Luis Obispo County Library
	San Luis Obispo Public Library
San Mateo	San Mateo Public Library
San Rafael	Marin County Library
Santa Ana	Santa Ana Public Library
Santa Barbara	Santa Barbara Public Library
Santa Clara	Santa Clara Public Library
Santa Cruz	Santa Cruz Public Library
Santa Maria	Santa Maria Public Library
Santa Monica	Santa Monica Public Library
South San Francisco	South San Francisco Public Library

California (continued)

Stockton
Sunnyvale
Ukiah
Upland
Vallejo
Ventura
Whittier
Yreka
Yuba City

Stockton-San Joaquin County Library
Sunnyvale Public Library
Mendocino County Library
Upland Public Library
Vallejo Public Library
Ventura County and City Library
Whittier Public Library
Siskiyou County Library
Sutter County Free Library

Colorado

Aurora
Boulder
Colorado Springs
Denver
Fort Collins
Golden
Greeley

Littleton

Aurora Public Library
Boulder Public Library
Pikes Peak Regional Library District
Denver Public Library
Fort Collins Public Library
Jefferson County Public Library
Greeley Public Library
Weld County Public Library
Arapahoe Regional District Library

Connecticut

Bristol
Danbury
Fairfield
Greenwich
Meriden
Milford
New Haven
Newington
Norwich
Stamford
Vernon
Wallingford
West Hartford

Bristol Public Library
Danbury Library
Fairfield Public Library
Greenwich Library
Curtis Memorial Library
Taylor Library
New Haven Free Public Library
Lucy Robbins Welles Library
Otis Library
Ferguson Library
Rockville Public Library
Wallingford Public Library
West Hartford Public Library

APPENDIX B (5)

Delaware

Dover

Dover Public Library

District of Columbia

Washington

The Public Library of the District
of Columbia

Florida

Altamonte Springs

South Seminole Community Library

Bradenton

Manatee County Library System

Clearwater

Clearwater Public Library

Fort Lauderdale

Fort Lauderdale Public Library

Fort Myers

Lee County Free Library

Fort Pierce

St. Luci-Okechobee Regional Library

Gainesville

Santa Fe Regional Library

Hallandale

Hallandale Public Library

Hialeah

Hialeah John F. Kennedy Library

Jacksonville

Jacksonville Public Library System

Key West

Monroe County Public Library

Largo

Largo Public Library

Live Oak

Suwannee River Regional Library

Miami Beach

Miami Beach Public Library

Naples

Collier County Free Public Library

New Port Richey

New Port Richey Public Library

Orlando

Orlando Public Library

Palatka

Palatka Public Library

Panama City

Northwest Regional Library System

Pembroke Pines

Pembroke Pines Public Library

Pensacola

West Florida Regional Library

Pompano Beach

Pompano Beach Public Library

Sarasota

Sarasota Public Library

Stuart

Martin County Public Library

Tallahassee

Leon and Jefferson County Public Library

Tampa

Tampa-Hillsborough County Library
System

Vero Beach

Indian River County Library

Winter Park

Winter Park Public Library

Zephyrhills

Zephyrhills Public Library

APPENDIX B (6)

Georgia

Albany
Atlanta
East Point
Marietta
Newnan

Albany Public Library
Atlanta Public Library
East Point Public Library
Cobb County Public Library
Carnegie Library of Newnan and
Coweta County

Hawaii

Honolulu

Hawaii State Library System

Idaho

Boise
Idaho Falls
Pocatello

Boise Public Library
Idaho Falls Public Library
Pocatello Public Library

Illinois

Alton
Arlington Heights
Belleville
Burbank
Champaign
Chicago
Chicago Heights
DeKalb City
Des Plaines
Dolton Village
Downers Grove
Dundee
Elgin
Elmhurst
Elmwood Park Village
Evanston
Evergreen Park Village
Freeport
Galesburg
Joliet
Kankakee

Hayner Public Library
Arlington Heights Memorial Library
Belleville Public Library
South Stickney Public Library
Champaign Public Library
Chicago Public Library
Chicago Heights Free Public Library
DeKalb Public Library
Des Plaines Public Library
Dolton Public Library
Downers Grove Public Library
Dundee Township Library
Gail Borden Public Library
Elmhurst Public Library
Elmwood Park Public Library
Evanston Public Library
Evergreen Park Public Library
Freeport Public Library
Galesburg Public Library
Joliet Public Library
Kankakee Public Library

Illinois (continued)

Libertyville	Cook Memorial Library
Lockport	Lockport Township Public Library
Loves Park	North Suburban District Library
Maywood	Maywood Public Library
Morton Grove Village	Morton Grove Public Library
Niles Village	Niles Public Library District
Normal Town	Normal Public Library
North Chicago City	North Chicago Public Library
Northbrook Village	Northbrook Public Library
Oak Lawn	Oak Lawn Public Library
Oak Park	Oak Park Public Library
Palatine Village	Palatine Public Library
Park Forest	Park Forest Public Library
Park Ridge	Park Ridge Public Library
Peoria	Peoria Public Library
Quincy	Free Public Library and Reading Room
Rock Island	Rock Island Public Library
Rockford	Rockford Public Library
Schaumburg	Schaumburg Township Public Library
Springfield	Lincoln Library
Urbana	Urbana Free Library
Waukegan	Waukegan Public Library
Wheaton	Wheaton Public Library
Wheeling	Wheeling Public Library District
Wilmette	Wilmette Public Library

Indiana

Anderson	Anderson Public Library
Bedford	Bedford Public Library
Columbus	Bartholomew County Library
Connersville	Connersville Public Library
Elkhart	Elkhart Public Library
Evansville	Evansville Public and Vanderburgh County Public Library
Franklin	Willard Library
Gary	Franklin Public Library
Hammond	Gary Public Library
Indianapolis	Hammond Public Library
	Indianapolis-Marion County Public Library

APPENDIX B (8)

Indiana (continued)

Jeffersonville
Kokomo
Lafayette
Logansport
Madison
Marion
Michigan City
Muncie
New Albany
Richmond
Seymour
Terre Haute

Jeffersonville Township Public Library
Kokomo Public Library
Albert A. Wells Memorial Library
Logansport-Cass County Public Library
Jefferson County Library
Marion Public Library
Michigan City Public Library
Muncie Public Library
New Albany-Floyd County Public Library
Morrisson-Reeves Library
Seymour Public Library
Vigo County Public Library

Iowa

Ames
Burlington
Cedar Falls
Clinton
Council Bluffs
Davenport
Dubuque
Eldridge
Fort Dodge
Iowa City
Mason City
Moline
Newton
Ottumwa

Ames Public Library
Burlington Free Public Library
Cedar Falls Public Library
Clinton Public Library
Council Bluffs Free Public Library
Davenport Public Library
Carnegie-Stout Public Library
Scott County Library
Fort Dodge Public Library
Iowa City Public Library
Mason City Public Library
Woodbury County Library
Jasper County Library
Ottumwa Public Library Cooperative
Center

Kansas

Emporia
Hutchinson
Junction City
Leavenworth
Salina
Topeka
Wichita

Emporia Public Library
Hutchinson Public Library
George Smith Public Library
Leavenworth City Library
Salina Public Library
Topeka Public Library
Wichita Public Library

APPENDIX B (9)

Kentucky

Ashland	Ashland Public Library
Bowling Green	Bowling Green Public Library
Central City	Muhlenberg County Library
Elizabethtown	Hardin County Free Public Library
Frankfort	Paul Sawyer Library
Greenup	Greenup County Library
Hopkinsville	Hopkinsville Public Library
Lexington	Lexington Public Library*
Mayfield	Graves County Public Library
Murray	Murray-Calloway County Public Library
Owensboro	Owensboro-Daviess County Public Library
Paducah	Paducah Area Public Library
Pikeville	Pikeville Free Public Library
Shepherdsville	Public Library of Bullitt County
Somerset	Somerset-Pulaski County Public Library

Louisiana

Abbeville	Vermilion Parish Library
Bastrop	Morehouse Parish Library
Baton Rouge	East Baton Rouge Parish Library
Benton	Bossier Parish Library
Chalmette	St. Vernard Parish Library
Clinton	Audubon Regional Library
Crowley	Acadia Parish Library
Hahnville	St. Charles Parish Library
Houma	Terrebonne Parish Library
Jennings	Jefferson Davis Parish Library
Lafayette	Lafayette Public Library
Lake Charles	Calcasieu Parish Public Library
Leesville	Vernon Parish Library
Livingston	Livingston Parish Library
Metairie	Jefferson Parish Library
Monroe	Ouachita Parish Library
New Iberia	Iberia Parish Library
Opelousas	Opelousas-Eunice Public Library
Ruston	Lincoln Parish Library
Ville Platte	Evangeline Parish Library

APPENDIX B (10)

Maine

Bangor
Lewiston

Bangor Public Library
Lewiston Public Library

Maryland

Annapolis
Bel Air
Cumberland
Elkton
Frederick
Hagerstown
Hyattsville
La Plata
Rockville

Annapolis and Anne Arundel County
Public Library
Harford County Library
Allegany County Library
Cecil County Library
Frederick County Public Libraries
Washington County Free Library
Prince George's County Memorial Library
Charles County Library
Montgomery County Department of
Public Libraries
Wicomico County Free Library
Baltimore County Public Library
Carroll County Public Library

Salisbury
Towson
Westminster

Massachusetts

Amherst
Beverly
Billerica
Cambridge
Chelmsford
Dedham
Fitchburg
Gloucester

Jones Library, Inc.
Beverly Public Library
Bennett Public Library
Cambridge Public Library
Adams Library
Dedham Public Library
Fitchburg Public Library
Gloucester Lyceum and Sawyer Free
Library

Haverhill
Lexington
Malden
Marlborough
Medford
Melrose
Methuen
Milton
Needham
New Bedford
Newton
Northampton

Haverhill Public Library
Cary Memorial Library
Malden Public Library
Marlborough Public Library
The Medford Public Library
Melrose Public Library
Nevins Memorial Library
Milton Public Library
Needham Free Public Library
Free Public Library of New Bedford
Newton Free Library
Forbes Library

Massachusetts (continued)

Norwood
 Peabody
 Pittsfield
 Revere
 Saugus
 South Natick
 Taunton
 Wakefield
 Watertown
 Wellesley
 Westfield

Morrill Memorial Library
 Peabody Institute Library
 Berkshire Athenæum
 Revere Public Library
 Saugus Free Public Library
 Bacon Free Library
 Taunton Public Library
 Lucius Beebe Memorial Library
 Watertown Free Public Library
 Wellesley Free Library
 Westfield Athenæum

Michigan

Allen Park
 Alpena
 Battle Creek
 Bay City
 Birmingham
 Bloomfield Hills
 Cassopolis
 Dearborn
 Dearborn Heights
 Decatur
 Detroit
 East Detroit
 Farmington
 Ferndale
 Flint

Grand Rapids
 Hamtramck
 Highland Park
 Jackson
 Kalamazoo
 Lansing
 Lapeer
 Lincoln Park
 Livonia
 Madison Heights

Allen Park Public Library
 Alpena County Library
 Willard Library
 Bay City Public Library
 Baldwin Public Library
 Bloomfield Township Public Library
 Cass County Library
 Henry Ford Centennial Library
 John F. Kennedy Public Library
 Webster Memorial Library
 Detroit Public Library
 East Detroit Memorial Library
 Farmington District Library
 Ferndale Public Library
 Flint Public Library
 Genessee County Library
 Kent County Library
 Hamtramck Public Library
 McGregor Public Library
 Jackson County Library
 Kalamazoo Public Library
 Lansing Public Library
 Lapeer County Library
 Lincoln Park Public Library
 Livonia Public Library
 Madison Heights Public Library

Michigan (continued)

Marquette	Peter White Public Library
Midland	Grace A. Dow Memorial Library
Monroe	Monroe County Library
Mt. Clemens	Macomb County Library
Mt. Pleasant	Mt. Pleasant Public Library
Muskegon	Muskegon County Library
Niles	Niles Public Library
Oak Park	Oak Park Public Library
Orchard Lake	West Bloomfield Township Library
Plymouth	Dunning-Hough Public Library
Pontiac	Waterford Township Library
Port Huron	St. Clair County Library
Portage	Portage Public Library
Rochester	Avon Township Public Library
Roseville	Roseville Public Library
Southfield	Southfield Public Library
Southgate	Southgate Public Library
Trenton	Trenton Public Library
Troy	Troy Public Library
Warren	Warren Public Library
Wyandotte	Bacon Memorial Public Library

Minnesota

Austin	Austin Public Library
Blaine	Anoka County Library
Crookston	Polk County Library
Duluth	Duluth Public Library
Fairmont	Martin County Library
Lake Elmo	Washington County Library
Mankato	Minnesota Valley Regional Library
Minneapolis	Hennepin County Library
Pine River	Kitchigami Regional Library
Rochester	Rochester Public Library
St. Cloud	Great River Regional Library
St. Paul	Ramsey County Public Library
	St. Paul Public Library
Shakopee	Scott County Library
South St. Paul	South St. Paul Public Library
Waseca	Le Sueur-Waseca Regional Library
Willmar	Kandiyohi County-Willmar Library

Mississippi

Brookhaven
Cleveland
Corinth
Greenville
Greenwood
Gulfport
Hattiesburg
Hernando
Jackson

McComb
Meridian
Pascagoula
Pontotoc
Quitman
Raymond
Richton
Sunflower
Tupelo
Union

Lincoln-Lawrence-Franklin Regional Library
Bolivar County Library
Northeast Regional Library
Washington County Library*
Greenwood-Leflore Public Library
Gulfport-Harrison County Library
Hattiesburg Public Library
First Regional Library
Jackson Municipal Library
Rankin County Library
Pike-Amite Library System
Meridian Public Library
Jackson-George Regional Library
Dixie Regional Library
East Mississippi Regional Library
Capital Area Regional Library
Pine Forest Regional Library
Sunflower County Library
Lee-Itawamba County Library
Kemper-Newton Regional Library

Missouri

Columbia
Jackson
Jefferson City
Joplin
Kansas City
Kennett
Kirkwood
Ladue
Moberly
Monett
St. Charles

St. Joseph
St. Louis
Sedalia
University City
Union
Van Buren
Warrensburg
Webster Groves

Daniel Boone Regional Library
Riverside Regional Library
Thomas Jefferson Library System
Town and Country Regional Library
Kansas City Public Library
Dunklin County Library
Kirkwood Public Library
St. Louis County Library
Little Dixie Regional Library
Barry-Lawrence Regional Library
St. Charles County Library
Kathryn M. Linneman Public Library
St. Joseph Public Library
St. Louis Public Library
Boonslick Regional Library
University City Public Library
Scenic Regional Library
Current River Regional Library
Trails Regional Library
Webster Groves Public Library

Montana

Kalispell

Flathead County Free Library*

Nebraska

Grand Island

Grand Island Public Library

Lincoln

Lincoln City Libraries

Norfolk

Norfolk Public Library

Omaha

Omaha Public Library

Scottsbluff

Scottsbluff Public Library*

Nevada

Las Vegas

Clark County Library District

Reno

Washoe County Library

New Hampshire

Manchester

Manchester City Library

New Jersey

Atlantic City

Free Public Library

Bayonne

Bayonne Free Public Library

Belleville

Belleville Free Public Library

Bloomfield

Free Public Library of Bloomfield

Camden

Camden County Free Library

Cape May

Cape May County Library

Cherry Hill

Cherry Hill Free Public Library

Clifton

Clifton Public Library

Cranford

Cranford Free Public Library

Dover

Dover Bishop Memorial Library

East Orange

Free Public Library of East Orange

Edison

Edison Township Free Public Library

Elizabeth

Free Public Library of the City of Elizabeth

Fair Lawn

Fair Lawn Free Public Library

Flemington

Hunterdon County Library

Fort Lee

Fort Lee Free Public Library

Garfield

Garfield Public Library

New Jersey (continued)

Gloucester	Gloucester Township Library
Hackensack	Johnson Free Public Library
Kearny	Kearny Free Public Library
Lake Hiawatha	Parsippany-Troy Hills Free Public Library
Livingston	Livingston Free Public Library
Mays Landing	Atlantic County Library
Middletown	Middletown Township Free Public Library
Newark	Newark Public Library
North Bergen	North Bergen Free Public Library
Paramus	Paramus Free Public Library
Paterson	Paterson Free Public Library
Pennsauken	Pennsauken Free Public Library
Ridgewood	The Ridgewood Library
Sayreville	Sayreville Free Public Library
Somerville	Somerset County Library
Trenton	Mercer County Library
Vineland	Trenton Free Public Library
West Orange	Vineland Free Public Library
Westfield	West Orange Public Library
Woodbridge	Westfield Memorial Library
	Free Public Library of Woodbridge

New Mexico

Albuquerque	Albuquerque Public Library
Las Cruces	Thomas Branigan Memorial Library
Roswell	Roswell Public Library
Santa Fe	Santa Fe Public Library

New York

Albertson	Shelter Rock Public Library
Baldwin	Baldwin Public Library
Binghamton	Binghamton Public Library
Brentwood	Brentwood Public Library
Brooklyn	Brooklyn Public Library
Buffalo	Buffalo and Erie County Public Library
Cheektowaga	Cheektowaga Public Library
Corning	Corning Public Library

New York (continued)

Cortland	Cortland Free Library
Delmar	Bethlehem Public Library
DeWitt	DeWitt Community Library Association
Elmsford	Greenburgh Public Library
Farmingdale	Farmingdale Public Library
Freeport	Freeport Memorial Library
Garden City	Garden City Public Library
Glen Cove	Glen Cove Public Library
Glens Falls	Crandall Free Library
Great Neck	Great Neck Library
Hamburg	Hamburg Public Library
Hempstead	Hempstead Public Library
Hicksville	Hicksville Public Library
Huntington Station	South Huntington Public Library
Ithaca	Thompkins County Public Library
Jamaica	Queens Borough Public Library
Jamestown	James Prendergast Free Library
Kenmore	Kenmore Public Library
Kingston	Kingston Area Library
Lawrence	Peninsula Public Library
Levittown	Levittown Public Library
Lindenhurst	Lindenhurst Memorial Library
Lockport	Lockport Public Library
Long Beach	Long Beach Public Library
Mount Vernon	Mount Vernon Public Library
New Rochelle	New Rochelle Public Library
New York	New York Public Library
Niagara Falls	Niagara Falls Public Library
North Bellmore	North Bellmore Public Library
North Tonawanda	North Tonawanda Public Library
Northport	Northport Public Library
Plainview	Plainview-Old Bethpage Public Library
Port Chester	Port Chester Public Library
Port Washington	Port Washington Public Library
Poughkeepsie	Adiance Memorial Library
Rochester	Greece Public Library
	Irondequoit Public Library
	Gates Public Library
	Henrietta Public Library
Schenectady	Schenectady County Public Library

APPENDIX B

New York (continued)

Shrub Oak
 Smithtown
 Spring Valley
 Syracuse
 Utica
 Uniondale
 Vestal
 Watertown
 West Islip
 White Plains
 Yonkers

John C. Hart Memorial Library
 The Smithtown Library
 Finkelstein Memorial Library
 Syracuse Public Library
 Utica Public Library
 Uniondale Public Library
 Vestal Public Library
 Roswell P. Flower Memorial Library
 West Islip Public Library
 White Plains Public Library
 Yonkers Public Library

North Carolina

Asheboro
 Charlotte

 Concord
 Durham
 Elizabeth City
 Fayetteville
 Gastonia
 Greensboro
 Greenville
 Halifax
 Hendersonville
 Jacksonville
 Laurinburg
 Lexington
 Lillington
 Louisburg
 Lumberton
 Marion
 Monroe
 Morganton
 Murphy
 New Bern

Randolph Public Library
 Public Library of Charlotte and
 Mecklenburg County
 Concord Public Library
 Durham City-County Library
 East Albemarle Regional Library
 Cumberland County Public Library
 Gaston-Lincoln Regional Library
 Greensboro Public Library
 Sheppard Memorial Library
 Halifax County Library
 Henderson County Public Library
 Onslow County Public Library
 Scotland County Memorial Library
 Davidson County Public Library
 Harnett County Public Library
 Franklin County Library
 Robeson County Public Library
 McDowell County Public Library
 Union County Public Library
 Morganton-Burke Library, Inc.
 Nantahala Regional Library
 Crayen-Pamlico-Carteret Regional
 Library
 Catawba County Library
 Richard H. Thornton Library
 Wake County Public Library

North Carolina (continued)

Rockingham
Rocky Mount

Rutherfordton
Salisbury
Sanford
Smithfield

Statesville
Tarboro
Whiteville
Wilmington
Wilson
Winston-Salem
Winton

Sandhill Regional Library
Thomas Hackney Braswell Memorial
Library
Rutherford County Library
Rowan Public Library
Lee County Library
The Public Library of Johnson County
and Smithfield
Iredell Public Library
Edgecombe County Memorial Library
Columbus County Public Library
Wilmington Public Library
Wilson County Public Library
Forsyth County Public Library
Albemarle Regional Library

North Dakota

Bismarck
Grafton
Grand Forks
Minot

Bismarck Veterans Memorial Library
Northeastern Dakota Bookmobile Library
Grand Forks Public Library
Minot Public Library
Ward County Library

Ohio

Akron
Alliance
Ashland
Ashtabula
Barberton
Batavia
Bellefontaine
Bowling Green
Cambridge
Canton
Chillicothe
Cincinnati

Cleveland

Cleveland Heights

Cuyahoga Falls

Akron Public Library
Rodman Public Library
Ashland Public Library
Ashtabula County Library
Barberton Public Library
Clermont County Public Library
Logan County District Library
Wood County District Library
Guernsey County District Public Library
Stark County District Library
Chillicothe and Ross County Library
Public Library of Cincinnati and
Hamilton County
Cuyahoga County Public Library
Cleveland Public Library
Cleveland Heights-University Heights
Public Library
Taylor Memorial Library

APPENDIX B (19)

Ohio (continued)

Dayton	Dayton and Montgomery County Public Library
East Liverpool	Carnegie Public Library
Elyria	Elyria Public Library
Euclid	Euclid Public Library
Findlay	Findlay Public Library
Gallipolis	Gallia County District Library
Greenville	Carnegie Public Library
Hamilton	Lane Public Library
Hiram	Portage County District Library
Lakewood	Lakewood Public Library
Lima	Lima Public Library
Lorain	Lorain Public Library
Marion	Carnegie Public Library
Martins Ferry	Martins Ferry Public Library
Massillon	Massillon Public Library
Medina	Franklin Sylvester Library
Nelsonville	Nelsonville Public Library
New Philadelphia	New Philadelphia-Tuscarawas County District Library
Newark	Newark Public Library
Portsmouth	Portsmouth Public Library
Sandusky	Library Association of Sandusky
Shaker Heights	Shaker Heights Public Library
Sidney	Amos Memorial Public Library
Springfield	Public Library of Springfield and Clark County
Steubenville	Public Library of Steubenville and Jefferson County
Tiffin	Tiffin-Seneca Public Library
Troy	Troy-Miami County Public Library
Wapakoneta	Auglaize County Public Library
Warren	Warren Public Library
Wooster	Wayne County Public Library
Xenia	Greene County District Library
Youngstown	Public Library of Youngstown and Mahoning County

Oklahoma

Clinton	Western Plains Library System
Lawton	Carnegie Public Library
McAlester	Choctaw National Library System
Muskogee	Eastern Oklahoma District Library
Norman	Pioneer Multi-County Library
Oklahoma City	Oklahoma County Library

Oklahoma (continued)

Ponca City
Stillwater
Tulsa

Ponca City Public Library
Stillwater Public Library
Tulsa City-County Library System

Oregon

Corvallis
Grants Pass
Klamath Falls
Medford
Pendleton
Roseburg
Salem

Corvallis Public Library
Josephine County Library
Klamath County Library
Jackson County Library*
Umatilla County Public Library
Douglas County Library
Salem Public Library

Pennsylvania

Abington
Aliquippa
Allentown
Altoona
Bellefonte

Bloomsburg

Broomall
Butler
Camp Hill
Chambersburg
Chester
Clearfield
Connellsville
Doylestown
Emmaus
Erie
Folsom
Gettysburg
Glenshaw
Huntingdon
Irwin
Johnstown
Lancaster
Lebanon
Lock Haven

Abington Free Library
B. F. Jones Memorial Library
Allentown Public Library
Altoona Public Library
Centre County Library and Historical
Museum
Public Library of Columbia County and
Traveling Library
Marple Public Library
Butler Public Library
West Shore Public Library
Conococheague District Library
J. Lewis Crozer Library
Joseph and Elizabeth Shaw Public Library
Carnegie Free Library
Bucks County Free Library
Emmaus Public Library
Erie County Public Library
Ridley Township Library
Adams County Public Library
Township of Shaler-North Hills Library
Huntingdon County Library
Norwin Public Library
Cambria Public Library
Lancaster County Library
Lebanon Community Library
Annie Halenbake Ross Library

Pennsylvania (continued)

McKeesport
Meadville
Monroeville
Montrose

New Castle
Norristown

Philadelphia
Pittsburgh

Pottstown
Scranton
Springfield
Troy
Upper Darby
Van
Washington
Wayne
West Chester
Wilkes-Barre
Williamsport
York

Carnegie Free Library
Meadville Public Library
Monroeville Public Library
Susquehanna County Free Library
Association
New Castle Public Library
Montgomery County-Norristown Public
Library
Free Library of Philadelphia
Carnegie Library of Pittsburgh
Northland Public Library
Wilkesburg Public Library
Pottstown Public Library
Scranton Public Library
Springfield Township Library
Bradford-Wyoming County Libraries
Upper Darby-Sellers Public Library
Clarion County Library Board*
Citizens Library
Memorial Library of Radnor Township
Chester County Library
Osterhout Free Library
James V. Brown Library
Martin Memorial Library

Rhode Island

Cumberland
Middletown
Pawtucket
Providence

Cumberland Public Library
Middletown Free Library
Pawtucket Public Library
Providence Public Library

South Carolina

Aiken

Allendale
Anderson
Batesburg
Bennettsville
Camden
Chester
Chesterfield

Aiken-Bamberg-Barnwell-Edgefield
Regional Library
Allendale-Hampton-Jasper Regional Library
Anderson County Library
Lexington County Circulating Library
Marlboro County Public Library
Kershaw County Library
Chester County Free Public Library
Chesterfield County Library

South Carolina (continued)

Columbia
 Conway
 Darlington
 Hasley
 Georgetown
 Greenville
 Greenwood
 Kingstree
 Laurens
 Marion
 Newberry
 Orangeburg
 Rock Hill
 Spartanburg
 Union
 Walhalla

Richland County Public Library
 Horry County Memorial Library
 Darlington County Library
 Pickens County Library
 Georgetown County Memorial Library
 Greenville County Library
 Abbeville-Greenwood Regional Library
 Williamsburg County Library
 Laurens County Library
 Marion County Library
 Newberry-Saluda Regional Library
 Orangeburg County Free Library
 York County Library
 Spartanburg County Public Library
 Union County Library
 Oconee County Library

South Dakota

Aberdeen
 Sioux Falls

Alexander Mitchell Public Library
 Carnegie Free Public Library

Tennessee

Chattanooga
 Kingsport
 Knoxville

Memphis
 Nashville

Oak Ridge

Chattanooga Public Library
 Kingsport Public Library
 Public Library of Knoxville and Knox
 County
 Memphis Public Library
 Public Library of Nashville and
 Davidson County
 Oak Ridge Public Library

Texas

Abilene
 Amarillo
 Arlington
 Austin
 Baytown
 Beaumont
 Borger

Abilene Public Library
 Mary E. Bivins Memorial Library
 Arlington Public Library
 Austin Public Library
 Sterling Municipal Library
 Tyrrell Public Library
 Hutchinson County Library

Texas (continued)

Brownsville	Texas Southmost College Library
Brownwood	Brownwood Public Library
Bryan	Carnegie Public Library
Cleburne	Cleburne Public Library
Corpus Christi	Le Retama Public Library
Dallas	Dallas Public Library
Denton	Emily Fowler Public Library
Edinburg	Edinburg Public Library
El Paso	El Paso Public Library
Fabens	El Paso County Library
Farmers Branch	Farmers Branch Public Library
Fort Worth	Fort Worth Public Library
Garland	Nicholson Memorial Library
Grand Prairie	Grand Prairie Memorial Library
Houston	Harris County Public Library
Hurst	Houston Public Library
Lubbock	Hurst Public Library*
McAllen	Lubbock City-County Libraries
Midland	McAllen Memorial Library
Odessa	Midland County Public Library
Orange	Ector County Public Library
Pampa	Orange Public Library
Pasadena	Lovett Memorial Library
Plainview	Pasadena Public Library
Port Arthur	Unger Memorial Library
Richardson	Gates Memorial Library*
Richmond	Richardson Public Library
Robstown	Fort Bend County Library
San Angelo	Nueces County Library
San Antonio	Tom Green County Library
Seguin	San Antonio Public Library
Sherman	Seguin-Guadalupe County Public Library
Texarkana	Sherman Public Library
Tyler	Texarkana Public Library
Weatherford	Carnegie Public Library
Wichita Falls	Weatherford Public Library
	Kemp Public Library

Utah

Farmington	Davis County Public Library
Logan	Cache County Public Library
Midvale	Salt Lake County Library
Ogden	Weber County Library
Orem	Orem City Library
Provo	Provo Public Library
Salt Lake City	

Vermont

Burlington

Fletcher Free Library

Virginia

Abingdon
Accomac
Alexandria
Arlington
Charlottesville
Chatham
Chesapeake
Chester
Christiansburg
Fairfax
Fredericksburg
Grundy
Halifax

Hampton
Lawrenceville
Lexington
Manassas
Newport News
Norfolk
Portsmouth
Pulaski
Purcellville
Richmond

Roanoke
Salem
Stuart
Tazewell
Virginia Beach
Warrenton
Wise

Washington County Public Library
Eastern Shore Public Library
Alexandria Library
Arlington County Public Library
McIntire Public Library
Pittsylvania County Public Library
Chesapeake Public Library
Chesterfield County Public Library
Montgomery County Library
Fairfax County Public Library
Central Rappahannock Regional Library
Buchanan County Public Library
Halifax County-South Boston Regional Library
Charles H. Taylor Memorial Library
Brunswick-Greenville Regional Library
Botecourt-Rockbridge Regional Library
Prince William County Public Library
Newport News Public Library
Norfolk Public Library System
Portsmouth Public Library
Pulaski County Library
Purcellville Library
Henrico County Public Library
Richmond Public Library
Roanoke Public Library
Roanoke County Public Library
Franklin-Patrick Regional Library
Tazewell County Public Library
Virginia Beach Public Library
Fauquier County Public Library
Lonesome Pine Regional Library

Washington

Bellingham
Bremerton
Kennewick

Bellingham Public Library
Kitsap Regional Library
Mid-Columbia Regional Library

Washington (continued)

Marysville
Seattle
Spokane

Sno-Isle Regional Library
Seattle Public Library
Spokane County Rural Library District
Spokane Public Library

West Virginia

Beckley
Charleston
Clarksburg
Fairmont
Fayetteville
Parkersburg

Raleigh County Public Library
Kanawha County Public Library*
Clarksburg Public Library
Marion County Public Library
Fayette County Public Library
Carnegie Library of Parkersburg and
Wood County

Wisconsin

Appleton
Beloit
Eau Claire
Fond du Lac
Janesville
Kenosha
Madison
Manitowoc
Menomonee Falls
Milwaukee
New Berlin
Racine
Shawano
Sheboygan
Superior
Wauwatosa

Appleton Public Library
Beloit Public Library
Eau Claire Public Library
Fond du Lac Public Library
Janesville Public Library
Gilbert M. Simmons Library
Madison Public Library
Manitowoc Public Library
Maude Shunk Public Library*
Milwaukee Public Library
New Berlin Public Library
Racine Public Library
Shawano City-County Library
Mead Public Library
Superior Public Library
Wauwatosa Public Library

Wyoming

Casper
Cheyenne
Laramie

Natrona County Public Library
Laramie County Library
Albany County Carnegie Library

* Received after October 13. Not included with statistics.